

# Queen's Accommodation Conditions of Occupancy 2026-27

## Introduction

The Conditions of Occupancy are the terms and conditions which form your Accommodation Contract with Queen's University Belfast ("Queen's"), studying as a full-time Queen's student. By accepting your accommodation contract, you are agreeing to abide by these Conditions of Occupancy.

**It is important that you read and familiarise yourself with this information and all the essential information about your life in Queen's Accommodation, available from [the Queen's Accommodation website](#).**

**PLEASE NOTE: These Conditions of Occupancy form your accommodation contract with Queen's Accommodation. By accepting your offer of accommodation, you enter into a legally binding fixed-term licence agreement for the Period of Residence specified in your offer email. All residency is strictly subject to the terms and conditions set out in this agreement.**

## 1. OUR OBLIGATIONS

We operate a safety and security service 24 hours per day all year. Elms BT1, BT2, Elms BT9 and Weavers' Hall receptions are open 7 days a week. During university holidays, including Easter, Christmas and New Year closure periods, opening times may vary. Reception opening hours will be posted locally.

We will inspect the condition of your room and communal areas during your stay to ensure compliance with health and safety policies. Routine inspections are carried out after 10.00am and you will be notified via email at least two (2) working days in advance.

We retain the right to enter your room without your permission under exceptional circumstances and where there is deemed to be a potential risk to student safety. Examples include a fire or suspected fire, a serious electrical fault, suspected misuse of fire or other safety equipment, suspected possession of an illegal substance, suspicion of smoking/vaping, a flood, a student health concern, or other emergency.

Your residential fees are inclusive of the following:

- Wi-Fi,
- Utilities (heating, hot water and electricity),
- Contents insurance,
- Weekly communal clean in Elms BT9 during core teaching periods,

- Cleaning of public areas only in Elms BT1 and Elms BT2,
- Complimentary use of the gym in Elms BT1 for residents,
- Off-peak membership with Queen's sport for all,

Pay-per-use laundry facilities are provided across all accommodation locations (further details regarding facilities, cost and fault reporting can be found in Queen's Living Student Handbook and are posted at each laundry facility).

**Alternative Accommodation** We reserve the right to move you to alternative accommodation, with notice, only where this is reasonably necessary and for objectively justifiable reasons, such as:

- Any alterations or building work being carried out at the accommodation which mean your current accommodation cannot be safely or properly occupied.
- a health and safety issue or other circumstances that renders your current accommodation temporarily or permanently unfit for occupation.
- operational circumstances which significantly affect the viability of keeping your current accommodation open (for example, significantly low occupancy in a particular building or area), where relocation is reasonably required to ensure the effective management or safety of the accommodation.

Where relocation is required, Queen's Accommodation will:

- give you reasonable advance notice, except where urgent action is necessary for safety reasons; and
- provide accommodation of an equivalent or higher standard at no additional cost to you.

**Privacy Notice** We understand the importance of confidentiality and are committed to protecting your sensitive information. Queen's Accommodation will handle and process your data in accordance with GDPR and [Queen's Student Privacy Notice](#). Please refer to this notice for details about how and when we use your data.

All information we hold is treated with sensitivity, and we only share it with relevant University departments and services as needed to provide appropriate support and ensure your safety and wellbeing. We may be legally obligated to share information in certain circumstances, particularly if there is a known or suspected risk of harm to yourself or others; we will inform you if this occurs.

Please be aware that body cameras may be used by security personnel during incident response for the purpose of documenting events, ensuring accountability, and promoting safety for all parties involved. Recordings will be handled in accordance with applicable data privacy regulations and used solely for legitimate security and investigative purposes.

**Third Party Consent** Queen's typically enters into accommodation contracts with students who are 18 or older and therefore independent adults who are legally responsible for their own affairs. You are the sole contract holder for your accommodation, and all communication will be sent directly to you. We cannot discuss your accommodation or your life in halls with anyone else, including parents, guardians, or friends, without your explicit consent.

Because many students receive funding from their parents or guardians for their residential fees, some find it helpful to be able to discuss the details of your residential fee account with them.

To allow us to do this, we require your consent. You can opt in to this while accepting your offer of accommodation, or provide this at a later stage by signing into your online Accommodation account and navigating to the '**Method of Payment**' section.

**Important:** This specific consent is strictly limited to your residential fees and does not apply to any other aspects of your application or stay.

If you would like a third party to be able to discuss your application, offer, or anything relating to your stay in Queen's accommodation, you must provide separate written consent.

To provide this, please email [allocations@qub.ac.uk](mailto:allocations@qub.ac.uk) from your student email account. This allows our team to discuss your accommodation or personal details with your nominated representative.

**Students Under the Age of 18** Queen's University provides an adult environment and expects all residents to demonstrate the maturity required to maintain adult levels of responsibility and independence. If you are under the age of 18, you should be aware that the University does not act *in loco parentis*. While we are committed to the safeguarding and welfare of all residents, we do not provide enhanced supervision.

It is a condition of this contract that your parent or guardian provides written consent during the offer acceptance process. They must also provide their personal contact details to Queen's Accommodation, confirming they understand the University's obligations, the conditions stated within this contract, and the nature of the adult environment in which you will be living. These details will be securely stored until you reach the age of 18. In all instances, the University will adhere to its [Policy on Supporting Students Under the Age of 18](#).

### **Legal Obligations and Conduct**

You must comply with all UK laws regarding age-restricted activities. The purchase or consumption of alcohol and tobacco is strictly prohibited for those under 18; any breaches will result in a formal notification to your parent or guardian and will be managed under the University's Conduct Regulations. Where necessary, referrals may also be made to external agencies, including the PSNI.

**Termination of Contract** This accommodation contract forms a fixed-term licence agreement and does not offer a break clause or notice period for early termination while you remain a registered student. You are responsible for the full residential fees for the duration of your contract.

Queen's Accommodation may terminate this agreement where necessary and proportionate. Queen's Accommodation will provide you with reasonable notice of its intention to terminate this agreement (except in urgent circumstances where immediate action is required for safety reasons) and require you to vacate your accommodation:

- where any payment is overdue by 28 days or more and you have not responded to communication, engaged with Queen's Accommodation, or agreed a reasonable repayment plan,
- If you are no longer a registered full-time student or have taken an extended leave of absence that makes you ineligible to remain in University accommodation,
- where you seriously or repeatedly breach these conditions of occupancy, or are found guilty of serious or persistent misconduct under the Queen's Conduct Regulations,
- In our reasonable opinion, your health or behaviour poses a serious risk to yourself, others, or property (in adherence with the Disability Discrimination Act 1995). Where you are deemed to present a significant threat to the safety of yourself or the University community, including students, staff, and visitors, we may suspend this agreement immediately and require you to vacate.

If you have not arrived within the first fourteen (14) days of the contracted period, without prior arrangement for a late arrival, Queen's Accommodation reserves the right to cancel your contract and retain your deposit, which reflects our reasonable and proportionate costs arising from your non-arrival.

### **Withdrawing from Study**

- If you withdraw from your course of study or take an extended leave of absence, you will no longer be eligible to live in University accommodation. You must vacate your room within fourteen (14) days of your withdrawal or suspension of study, unless a different date is agreed with Queen's Accommodation on reasonable grounds. It is your responsibility to inform Queen's Accommodation of any change to your student status. To confirm your withdrawal or leave of absence, you must provide us with a copy of the official withdrawal form issued by your school or department.
- You will continue to be liable for accommodation fees until you have provided the Allocations team with confirmation of your withdrawal or leave of absence, vacated your room, and returned your key and/or fob to your nearest reception. Your deposit will be retained to cover reasonable and proportionate costs arising from early departure, including any verified loss of income where the room cannot be re-let within the remainder of your contract period. All outstanding accommodation fees must be paid prior to or upon your departure.

### **Early Departure Request**

- If you leave your room before your contract ends but remain a registered full-time student, you will still be responsible for paying the accommodation fees for the rest of your contract. You may nominate a suitable full-time student to take over your accommodation contract.
- They must not currently reside in any Queen's accommodation. You are responsible for finding a replacement who meets these criteria and is approved by Queen's Accommodation. We will provide reasonable guidance to assist you in this process.
- If you successfully nominate a replacement and they move into your room, you will only be charged for the period up to their arrival date. A £40 administration charge will also apply. Your account will then be settled, and you will be notified of any remaining

- balance. Your deposit will be returned after this process is complete and a final room check has taken place.
- You must not sub-let your room under any circumstances.

## 2. YOUR OBLIGATIONS

**Accidents** Queen's has a responsibility for the health, safety and welfare of its students, staff and visitors and aims to provide a safe, healthy, and high-quality learning and living environment. Students living in Queen's University accommodation must report all accidents, however small, to a member of university staff, the Residential Life Team or your Residential Assistant (RA). All students have a legal responsibility to take reasonable care for their own safety and that of others, including guests, and to comply with these guidelines. If you are taken to hospital through injury or illness and are required to remain there for a time, it is important to contact a member of accommodation staff, so we know where you are and when you are likely to return to accommodation.

**Cleaning** It is your responsibility to make sure that your bedroom and communal areas are kept clean to ensure a hygienic and safe environment for all. The accommodation must be left in a clean and tidy condition and return of all keys/fobs at the end of the contracted period.

**Deposit payment** When an offer of accommodation is made, part of the acceptance process requires a refundable damage deposit payment of £300 by credit/debit card or bank transfer. Failure to provide this payment at the point of accepting the offer will result in the accommodation being withdrawn.

Please note that this deposit payment is not a pre-payment and therefore is not deducted from your residential fees. The deposit is held for the duration of your stay and any damages or outstanding charges will be deducted from this at the end of your agreement. The Residential Fees team will endeavour to return the deposit balance within 28 days of the end of your contracted period.

**E-induction** You must complete the Queen's Accommodation e-induction prior to your arrival / check in at accommodation - failure to do so will result in delayed check-in to accommodation. This can be accessed via your accommodation account later in the summer before you arrive at Queen's accommodation, and is only once you accept your room offer and pay a £300 deposit. You will be notified by email when the e-induction is available.

**Fire safety** You must **NOT** misuse the fire alarm system or the fire equipment, as they are designed for emergency use only.

Deliberate interference with any fire equipment, including disabling or covering fire detection/smoke alarms, misuse of fire extinguishers or fire blankets, propping open fire doors and or tampering with fire safety signs is a criminal offence in the UK. It also puts your life and the lives of your fellow residents at risk. Queen's Students who tamper with any equipment will be subject to an investigation under the [University's Conduct Regulations](#) and may receive a written warning and fine of up to £500.

**Residential Fees** You must pay your residential fees on time in line with the payment method and the payment plan chosen during the offer acceptance process. If this becomes a problem during the year, contact the residential fees team at the earliest opportunity to discuss the matter at [residentialfees@qub.ac.uk](mailto:residentialfees@qub.ac.uk).

Failure to engage with the Residential Fees team to agree a suitable plan to manage payment in respect of outstanding fees will result in access to your accommodation being denied until such times as you engage.

**Please note that an administration charge of £25.00 will be applied for each failed direct debit payment.**

Failure to settle accommodation fees on time and in line with the payment plan chosen will result in the termination of this contract and you being asked to leave Queen's accommodation.

Any outstanding fees remaining at the end of your contract will be passed to a third party debt collection agency.

Students who have a history of delinquent payments and/or any outstanding fees, are ineligible to re-apply for Queen's University accommodation in subsequent years of study.

**3. A SHARED LIVING AND LEARNING ENVIRONMENT** Queen's Accommodation provides a safe and comfortable home for all. As a member of our diverse student community, you have a personal responsibility to be mindful and considerate of how your actions may impact your fellow students and local residents. Like you, everyone is here to study, develop independence and key skills, and enjoy the student experience. Your neighbours may be studying or resting at different times, you must treat everyone fairly and respectfully, as you yourself expect to be treated.

**By accepting an offer of accommodation, you agree to the terms and conditions of this licence agreement and to abide by associated University policies. This includes treating other students, University staff, and members of the wider Belfast community with respect and equality at all times.**

**Alcohol** If you choose to consume alcohol, we expect you to do so responsibly and respectfully, particularly when returning from a night out. Anti-social behaviour due to excessive alcohol consumption is unacceptable and may lead to disciplinary action. Alcohol consumption is not permitted in accommodation areas designated as 'no alcohol'; failure to observe this rule may result in disciplinary action.

**Banned items** Queen's Accommodation is a diverse community. To ensure a welcoming environment for all, and in accordance with the [University Equality and Diversity Policy](#), the display of national flags, emblems, or political slogans is prohibited. These items can be perceived as exclusionary and may cause distress to other residents.

All residents, guests, and University staff have a formal right to privacy. To protect this, the use of any video or image recording devices for surveillance, including, but not limited to, covert cameras, "Ring" doorbells, or smart-home monitoring systems, is strictly prohibited within

Queen's Accommodation. This prohibition applies to all locations, including private bedrooms, shared communal areas, and building exteriors. The capture of images or videos of residents, visitors, staff, or contractors without their explicit consent is considered a serious breach of privacy and Data Protection principles; any such activity will be subject to a conduct investigation and sanctions under the [University's Conduct Regulations](#).

**Dangerous and Restricted Items** The possession of weapons or dangerous items is a serious breach of the Conduct Regulations. This includes, but is not limited to:

- **Weapons:** Knives, firearms (including replicas, toys and decor), swords, air guns, catapults, and fireworks.
- **Sports Equipment:** Items such as fencing foils or archery equipment are prohibited unless you have obtained prior written approval from the Head of Residential and Hospitality Services. This requires verified membership in a registered university sports club, and such equipment may be required to be held in a designated secure store.
- **Live flame & heaters:** Candles, incense, fairy lights, electric heaters, and electric blankets are strictly banned due to fire safety regulations. For the same reason, the storage of helium or gas canisters is strictly prohibited.
- **Audio amplification:** Any high-output audio equipment, such as large loudspeakers or amplifiers, is also prohibited to prevent noise disturbances.

Any prohibited item discovered will be immediately confiscated, and its possession may result in a conduct investigation and potential expulsion from accommodation.

**Animals** Animals, reptiles, fish, and birds are not permitted in accommodation. The only exception is for registered assistance animals, which must be approved in advance in accordance with the [Assisted Animals Policy](#).

**Bicycle storage** Secure bicycle storage facilities are provided at each accommodation site. Please note that bicycles must not be stored within the accommodation, including hallways, corridors, or bedrooms.

- Queen's welcomes the safe use of conventional push scooters and bicycles, but due to the significant fire safety risk posed by large lithium batteries, the storage and charging of E-scooters and E-bikes on Queen's campus is strictly prohibited, and any found will be confiscated.

**Car parking - Elms BT9** Due to traffic congestion in Belfast and around Queen's, students are asked **not** to bring cars with them to Belfast. Limited pay-per-use parking is available at Elms BT9 Queen's accommodation. We do not provide parking facilities at any other accommodation location.

Residents of Elms BT9 can apply for an annual permit, however, this must be submitted when completing your accommodation application. Car parking permits are not guaranteed and

spaces are limited. If you are allocated a car parking permit for Elms BT9, the cost is payable in full at check-in. If you are unsuccessful in obtaining an annual on-site parking permit, you can use the pay-per-use parking, subject to availability. Please be advised that you must always display your parking permit, showing your registration number.

**Charges** On departure, your room/apartment will be inspected, and you are expected to have left it clean and free of rubbish and all personal belongings. You must complete your room/communal inventory on arrival, as this will be used to assess its condition upon your departure. You may be charged for a bedroom clean (from £25) and a kitchen clean (from £25) if it is not left in an acceptable condition. You and your fellow residents are jointly responsible for keeping kitchens clean, safe, and tidy, including removing rubbish, food waste, and recycling to the designated bin areas.

**Damage** While we expect reasonable wear and tear during your stay, you are responsible for maintaining your room's condition throughout the year. You must not alter the décor or affix items to the walls or ceilings; posters and pictures should only be placed on the provided pinboards. Strictly no unauthorised additions or alterations are permitted to your room's furniture, fixtures, or plumbing. Any such modifications are considered property damage and will result in restoration charges against your damage deposit.

All defects or maintenance issues must be reported immediately via the [online maintenance system](#) on the [Queen's Accommodation website](#). Please provide accurate details regarding the location and nature of the fault to ensure we can provide a timely repair. Once you have logged a request, you can track its progress and view the expected completion date through the portal.

**Use of Shattafs and Bidet Sprays** The installation, use, or attachment of shattafs, bidet sprays, or any similar plumbing devices is strictly prohibited in all accommodation buildings. You must not make any alterations, adjustments, or modifications to bathroom fixtures, fittings, pipework, or water supply connections under any circumstances. Any unauthorised installation or interference with plumbing will be treated as a breach of these Conditions of Occupancy. You will be held fully liable for the cost of repairs, replacement of damaged fixtures, remediation of leaks, and any consequential damage arising from such alterations.

**Conduct** Any behavior or activity suspected of breaching these conditions of occupancy and/or constituting misconduct will be subject to a formal investigation under this agreement and the [University's Conduct Regulations](#). This process may result in sanctions such as formal warnings, fines, exclusion from accommodation, or expulsion from the University. For students enrolled in professional programs, conduct findings may also trigger a [Fitness to Practise](#) review, which could determine your suitability to continue studying or working in your chosen field.

You remain liable for all residential fees throughout the duration of any conduct investigation, including periods where you may be suspended from accommodation pending an outcome. However, should the investigation result in your exclusion or expulsion from accommodation or from Queen's, your liability for residential fees will cease on the date you officially vacate your room.

In cases where gross misconduct is established and involves potential criminal activity, the University will refer the matter to the Police Service of Northern Ireland (PSNI), which may result in criminal charges being brought against you.

**Drugs** Possession, consumption, and/or dealing of drugs is a criminal offence. Any breach of drugs-related legislation will be dealt as a serious disciplinary matter and treated as gross misconduct. If you feel like you would benefit talking to someone about substance misuse, please contact a member of the Residential Life Team for advice on available support. If you suspect or witness drug use or dealing within Queen's Accommodation, please inform a member of staff immediately.

**Electrical Equipment** You may bring items of electrical equipment for use in your accommodation and free safety testing of your equipment is arranged at the start of the year to identify any faults. You will be notified by email of this testing and are requested to make all electrical items available for testing.

Items which fail the electrical test will be removed from your possession and returned to you when you depart the accommodation. Faulty electrical equipment can cause electric shocks or electrocution, and electrical appliances can result in fires, whether due to faults or misuse.

The total combined wattage of appliances in use at any one time in your room cannot exceed 1000W, as this will overload the sockets.

Use of electrical cooking equipment in bedrooms is strictly prohibited. This includes, but is not limited to rice cookers, toasters, air fryer, etc.

**Guests** Overnight guests are not permitted during the first two weeks of term and may be restricted at other times of the year, such as St. Patrick's Day. Students will be notified via email of any restricted dates. Outside of these periods, residents may host one guest in their room (aged 16+) for a maximum of 2 consecutive nights in any 7 day period. You are held fully responsible for your guest's conduct and must ensure they are signed in/out at the designated reception. Guests must remain accompanied at all times; failure to comply may result in the immediate withdrawal of guest privileges, in line with the [Queen's Accommodation Guest Procedure](#).

**Harassment Policy** The University is committed to a working and learning environment which is free from harassment including discrimination, victimisation and bullying. The [University's Conduct Regulations](#) indicates that "Students are expected to conduct themselves at all times in a manner which demonstrates respect for the University, its staff, fellow students and the wider community." Details how to report harassment or intimidation via [Report & Support](#). If you feel you are being harassed or intimidated, please speak to a member of staff immediately. This accommodation contract requires you, and your guests, to refrain from any harassment or nuisance, and to act respectfully at all times. We expect all residents to behave respectfully towards everyone and to avoid any actions that could make another student or staff member feel harassed or intimidated. Each individual has a personal responsibility to ensure their behaviour meets the expected standards for Queen's students.

**Health and Wellbeing** Queen's is committed to promoting a safe and supportive environment where students can thrive, grow in independence, and celebrate equality, diversity, and inclusivity. Recognising that students' physical and mental wellbeing is critical to their learning, academic achievement, and wider student experience, Queen's offers a wide range of support to empower healthy learners.

These Conditions of Occupancy are based on the principle that all students are responsible for managing their own health and wellbeing, proactively practicing self-care, and engaging with appropriate support services when required. Where interventions for support have been exhausted, or exceed what Queen's can reasonably be expected or qualified to provide, you may be deemed not well enough to continue their studies and/or reside in Queen's accommodation. This includes an inability to maintain your own safety, and/or the wider impact on other students, including other residents in Queen's Accommodation.

In such cases, the [Support to Continue in Study](#) process may be initiated, or you may be required to take a leave of absence from studies and/or accommodation for an agreed period to focus on your wellbeing.

You are not permitted to remain in University accommodation if it is determined that you should take a leave of absence from studies due to poor physical or mental health.

**Lifestyle Accommodation** Queen's Accommodation offers a range of lifestyle options, which are self-moderated, designed to bring together like-minded individuals who share a particular lifestyle preference. Current options include Quiet Living, No Alcohol, and Single Gender. Residents of these areas are expected to respect and uphold the ethos of their chosen accommodation.

If you accept a room offer for specific lifestyle accommodation, even if it was not your first preference, including Quiet Living, No Alcohol, or Single Gender, you are required to abide by its particular ethos. Students who intentionally disrupt the community and cause nuisance to their neighbours may be subject to a conduct investigation.

**Noise** Residents are required to keep noise to a minimum, particularly after 11:00 pm, to allow others to sleep or study. You must keep bedroom and kitchen windows closed in the evenings and at night to prevent noise travelling to other accommodation, houses, and adjacent residential streets. You can report noise complaints anonymously at any time by calling your local reception. Any excessive noise caused by you, or emanating from your accommodation, will be recorded, and disciplinary action will be taken in accordance with the [Queen's Accommodation Noise Policy](#).

**Room Key** You must not duplicate your room key or fob, or loan them to any other person. If your key or fob is lost, damaged, or stolen, replacements are available to purchase from your building's reception, starting from £10.00.

**Smoking/Vaping/E-Cigarettes** In line with current legislation, Queen's operates a strict no-smoking policy in all its buildings and premises, including bedrooms, common areas,

and the grounds immediately surrounding accommodation buildings. Smoking, including the use of e-cigarettes and vaping, is only permitted in designated outdoor smoking areas. Failure to comply is considered misconduct and any suspicion of smoking or vaping indoors will be subject to a conduct investigation under the terms of this accommodation contract and the [University's Conduct Regulations](#). Repeated instances of smoking indoors may result in expulsion from Queen's Accommodation.

#### 4. Keeping in Touch

**Communication** We want to ensure you have the best possible experience living in Queen's Accommodation, so we regularly share important updates, planned maintenance notices, and invitations to social events.

##### **Stay Informed via Email**

Email is our primary way of contacting you regarding essential matters, including room maintenance, health and safety updates, and accommodation fees.

**You must check the email account registered with Queen's Accommodation every day.** To ensure you never miss an important update, we strongly recommend enabling push notifications on your phone for your registered email account.

##### **Connect with Us**

For the latest news on residential activities and social events, follow us on [Facebook](#), [Instagram](#), and [TikTok](#), or visit the [Queen's Accommodation website](#). These channels are the best way to keep up to date with the vibrant community life in your residence.

##### **Compliments and Complaints**

We strive to provide a high-quality service, but we want to hear from you if we have exceeded your expectations or if you feel we have fallen short. If you wish to share a compliment or complaint, please email us at [accommodation@qub.ac.uk](mailto:accommodation@qub.ac.uk). We take all feedback seriously and use it to continuously improve the resident experience.

##### **Your Voice Matters**

Throughout the year, we will send out student surveys to hear your thoughts on our services. Your feedback directly shapes the changes we make. As a thank you for participating, all responses are entered into a prize draw. We are committed to acting on your suggestions and will keep you informed of the improvements we make based on your input.

**UUK Code** Your accommodation is managed in accordance with the **UUK/GuildHE Student Accommodation Code**. Queen's Accommodation is a full member of this national Code, which sets out the expected standards for the quality, safety, and management of student housing.

##### **Why this matters to you**

The Code is a regulatory framework designed to protect your rights as a resident and ensure we transparency. Developed in partnership with the National Union of Students (NUS), it ensures that we provide:

- **Safe and secure** living environments that meet government-approved standards.
- **A timely and efficient** maintenance service for your room and building.
- **Clear procedures** for handling any concerns or complaints you may have.

By following this Code, we provide you with the assurance that your home meets a high professional standard and is managed in compliance with relevant Northern Ireland housing legislation. If you feel we are not meeting these benchmarks, the Code provides a clear framework for you to hold us accountable.

You can access the full Code and find further information about what our membership means for you at: [The Student Accommodation Code](#).