



QUEEN'S  
UNIVERSITY  
BELFAST

# WILLOW WALK

Apartment Operational  
Manual 2019-20



# Contents

## Introduction



Welcome

## Your Apartment



4 Access Control Guide



7 Living Area



8 Electricity and Gas



11 Bathroom



12 Living with Others

## Your Safety



14 Alarms and Detectors



16 Information

## Your Facilities



18 Recycling



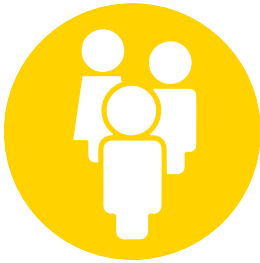
18 Waste



19 Luggage Storage



19 Bike Storage



19 Common Room



19 The Treehouse



20 Laundry



20 Smoking Policy

## Contacts



20 Essential Contacts



# Welcome

Welcome to Willow Walk. We hope you enjoy your time here and it is as rewarding as possible.

This guide will introduce you to your apartment and we have included all the information you will need to help you settle in to your new home. It also tells you what to do should an emergency situation arise.

If you need any more help or if you have any questions, you can visit the Elms BT9 reception which is open 24/7. You can also contact them on:

**T: +44 (0)28 9097 4525**

**E: [accommodation@qub.ac.uk](mailto:accommodation@qub.ac.uk)**

You can also contact your Residential Assistant, Alex Jeffery, who can help you settle in to your new home and offer advice on living in your accommodation and using the facilities.

**E: [ra12@qub.ac.uk](mailto:ra12@qub.ac.uk)**

# Introduction

# Your Apartment



3



# Access Control Guide

## Key Fob

This is your key fob.

You will **ONLY** have access to:

- Your apartment
- Your bedroom



## Apartment Front Door Access – To Open

- 1) Hold your fob over the cylinder at the bottom of the door handle
- 2) You will see a **BLUE** light flash and hear a beep
- 3) Turn the cylinder to the right if your handle is on the left-side of the door, or turn left if it is on the right-side of the door
- 4) Push the handle down, the door will now open

To open or lock your front door from the inside, please turn the cylinder until you hear a click.

## To Lock

- 1) Once the door is closed, lift the handle up – you will hear the door lock up
- 2) Hold the fob over the cylinder at the bottom of the handle. You will see a **BLUE** light flash and hear a beep
- 3) Turn the cylinder to the left if your handle is on the left-side of the door, or turn right if it is on the right-side of the door
- 4) The door will now be locked



### IMPORTANT INFORMATION:

If you have left your key fob in your room, or it is lost or faulty – report to Elms BT9 reception immediately.

Not sure about how your fob works? Ask at the Treehouse or your RA and a member of staff will be happy to give you a demonstration of how your fob works.



5

#### To Open Bedroom

- 1) Hold here for a few seconds
- 2) **BLUE** light flash and beep – door unlocked
- 3) **RED** light flashing indicates that fob is not working or has been deactivated. Please contact reception for assistance.
- 4) The door will remain open until you lock it

#### To Lock Bedroom

- 1) Outside bedroom door hold here for a few seconds
- 2) **BLUE** light flash and beep – door locked
- 3) The door will always open from the inside, but will now be locked from the outside



6

## Your study/bedroom

- **To open your window:** turn handle up and pull the window open.
- **To close your window:** push window closed and turn the handle down.
- **For fresh air:** open the ventilator strip at the top of the window. If moisture forms on your window, open the window and it will clear.
- Keep the ventilation strip open if you have damp clothes or a damp towel in your room.

## Fire escape windows

Fire escape windows (these are labelled) located at ground floor and first floor level at the rear of the apartments can be opened partially in the same way as previously described. In an emergency you can fully open the fire escape windows to leave the apartment. **To fully open**, turn the handle up 180 degrees and pull the window towards you.

## Operating the roller blinds

The cords to operate the blinds are found at either the right or left hand side of the window. Pull the cord down to lower the blind and then pull the cord up to raise it.

## Light bulb replacement

If a light bulb fails, please report this as normal using the online maintenance system via <https://www.qub.ac.uk/accommodation/Online-Maintenance-Request/>.





# Living Area

## Television

A television is provided in the living room and the licence fee is paid for by the University. Offered by the UK Freeview Service, your television has a mixture of local stations and news channels.

**Please remember:** you need a TV licence for your bedroom if you watch or record programmes as they're being shown on TV or live on an online TV service – on any device. You do not require a TV licence to watch Netflix or Amazon Prime.





# Electricity and Gas

In Willow Walk, your heating is provided by a gas powered boiler. Electricity and gas usage can be monitored on the key pad meters shown here.

## Usage

The meters in your apartment have been uploaded with enough credit to meet your requirements for the whole of the year. **Should you use more than the amount of credit provided, you will need to buy additional credit.** To avoid paying extra costs, use your heating and electricity sensibly, for example do not run the heating all day or all night.

You can check the amount of credit on your meter **at any time**, but we will also inform you of the credit remaining on your meter at the middle and end of semester one as well as the middle of semester two.

Do **NOT** let your meters run completely out of credit. If this occurs on your electricity meter, all power will go off in your apartment. If this occurs on your gas meter, an engineer will be required to reset your boiler which will delay how quickly you have access to heat and hot water.

If you need to buy gas credit to top up your gas meter, please come in to Elms BT9 reception 24/7 where gas credit can be bought.

If you need to top your electricity meter, you can do so either at the Mace in the Treehouse or the 24/7 BP SPAR garage on the Malone Road. You must take with you the electricity top-up card which will be on top of your electricity key pad upon arrival.





## Electricity Meter

The electricity meter can be identified with the purple border surrounding the display screen as shown here.



To see the remaining credit in your meter, press # on the key pad shown.

## Gas Meter

Your heating and hot water is powered by a gas boiler. The gas meter unit is housed in a gold frame located within the cupboard in the main living area as shown below.



## Check credit remaining on Gas Meter

To view the amount of credit remaining at any time, press '1' on the keypad. You will see 'G Account' and a few seconds later the screen will change to show the amount of credit.

## Heating

### Heating control unit

If necessary, you can boost your heating by 1 additional hour by pressing the +1hour button on the controller shown here.



If you require assistance in setting your heating times, please ask at Elms BT9 reception or the Treehouse reception and a member of staff or Residential Assistant will be happy to help.



## Temperature control – thermostat

The heating temperature is controlled by the thermostat, which is located in the kitchen/living area of your apartment (please note that the temperatures indicated are in degrees Celsius). A typical ambient room temperature is 23 degrees Celsius.

The radiators/heaters in the bedroom(s)/kitchen are fitted with manually operated valves. **These valves can be found at the bottom right side of the radiator. Turn the control anticlockwise to increase the heat and clockwise to decrease it and turn off.** There is a blank circle on this valve that will indicate that you have turned the radiator off completely for that particular room.



Heating thermostat

## Gas boiler

Each apartment is equipped with a boiler. Some are housed within a closet, either in the bathroom or kitchen, or within a cupboard in the kitchen.

**Please note:** you do not need to adjust settings on the boiler. If you have any issues with your boiler, please contact the Maintenance Helpdesk on 028 9097 4419 Monday – Friday 9am to 5pm. Outside of these hours please contact Elms BT9 reception on 028 9097 4525.

Should the boiler shut off due to running out of gas credit, you can restart the boiler using the instructions which are on the inside of the cupboard door where the boiler is located.

Restarting is only possible after purchasing additional gas credit from Elms BT9 reception.



## Gas Leak Action

Any person discovering a gas leak

1. Extinguish all naked flames
2. Open all windows
3. Call Elms BT9 reception on: **028 9097 4525**
4. Evacuate building immediately
5. Do not return to the building until you have been told it is safe to do so



Do not search with naked lights  
Do not operate any electrical switch, light or appliance  
Do not turn gas back on until the escape has been repaired



# Bathroom

The light switch for the bathroom is located on the wall outside of the bathroom.

## Toilet flush

The toilet has two flush buttons located above it. The larger of the buttons is for a long flush and the smaller one is for a shorter flush. This is a water-saving device and we would ask residents to help us conserve water and use these appropriately.

## Plug/stopper for sink

The plug/stopper for the sink is operated by pushing down on the metal disc. To release the plug simply push down on it again.

## Hot water

Hot water is available by turning the tap to the hot (red) position. You may need to let the water run for one minute to get hot water.

The heating **does not** have to be turned on in order to get hot water.



## Shower

To **operate the shower**, turn the lower knob towards you. To turn off, turn it away from you. To control the water temperature, press the red button on the upper knob and turn anticlockwise to increase the temperature and clockwise to decrease the temperature.

To prevent any blockages and to ensure proper drainage of your shower tray, **please clear the shower drain on a regular basis**. To do this, remove the drain cover and the plug and remove any hairs, etc. before replacing this.

On the showerhead there is a sliding button which, when in the 'up' position, will stop water flowing through the showerhead. Ensure this is in the 'down' position for the water to flow through the showerhead.

## Heated towel rail

There is a heated towel rail in your bathroom. To turn on and off, use the control at the bottom left hand side of the rail.



# Living with Others

Living with people in university accommodation brings with it a responsibility to treat others as you would like to be treated yourself.

Be conscious of your flatmates and local residents whilst you are socialising and taking part in recreational activities within your residence and please try to return to your rooms as quietly as possible if 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 residents, staff and neighbours. This includes TVs, amplifiers, singing and shouting.

## Remember...

There are a lot of people living around you and everything you do will affect them. Here are some common causes of tension in accommodation so you can avoid them:

- Loud noises and playing music at any time, especially 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
- Playing pranks on each other such as hiding food or other belongings
- Having guests staying continuously without consulting roommates.



You are expected to treat fellow students, University staff and visitors equally and respectfully regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, care of dependants, sexual orientation, or age.



## Radiator

- Please do not place anything over your radiator as this will cause damp to form on your bedroom walls.

# Your Safety





# Alarms and Detectors

## Smoke detector in bedroom(s) and heat detector in kitchen

- These detectors are installed on the ceiling in each room.
- Each one should be tested on a weekly basis. To test your detector: press and hold the button marked 'Push' and 'Hold' to hear the alarm sound.
- Neither of these should be covered under any circumstances.



## What to do if you discover a fire

- If an alarm rings constantly, you have a potential emergency.
- Think clearly to ensure all residents escape as soon as possible. Never stop to collect belongings.
- Check the temperature of door handles or doors to check if hot. If hot, **DO NOT** open them, a fire may be on the other side of the door. Find an alternative escape route.
- If possible keep doors/windows closed to stop the fire spreading after you have passed through them.
- Call 028 9097 5099 from a neighbour's phone, payphone or the emergency phone outside the Willow Walk Common Room – this is preferable to using a mobile – or report it to Elms BT9 reception immediately if that is easier for you.
- **DO NOT** re-enter the property until advised it is safe to do so by a member of the Northern Ireland Fire and Rescue Service.

All connected alarms will also sound

- If the alarm is accidentally activated when cooking, press the **Hush** button to stop the alarm.
- If the alarm is faulty, it will make a beeping noise to alert you to the fact that you need to report the fault to staff at the Maintenance Helpdesk on 028 9097 4419 Monday – Friday 9am to 5pm. Outside of these hours please contact Elms BT9 reception.
- **NEVER COVER THE DETECTOR.** By covering the detector it cannot operate, therefore you place yourself and other students in danger. It is a criminal offence to tamper with fire safety equipment in the UK and if discovered you will be disciplined under the University's Conduct Regulations and receive a written warning on your academic record and a fine of up to £500.





## Maintenance

The smoke detector and heat detector alarms are wired to the main University electricity supply. Your alarm is a life-saving device. Spending a few minutes each month vacuuming any excess dust from the detector will enhance its performance and reduce the likelihood of nuisance alarms. Vacuum close to the grill and the slots where dust can enter. Wipe off with a damp cloth. Never use cleaning agents/polishes.

## Carbon Monoxide (CO) detector

- Carbon Monoxide is an invisible, odourless gas which may result from a faulty boiler. The boilers have been inspected by qualified technicians; however, CO detectors have been fitted within apartments as a safety measure to alert you if there are unsafe levels of carbon monoxide.



### Gas Leak Action

Any person discovering a gas leak

1. Extinguish all naked flames
2. Open all windows
3. Call Elms BT9 reception on: **028 9097 4525**
4. Evacuate building immediately
5. Do not return to the building until you have been told it is safe to do so



Do not search with naked lights  
Do not operate any electrical switch, light or appliance  
Do not turn gas back on until the escape has been repaired

- This detector is wall mounted in the apartment. If you hear the following: four beeps, a pause, then four beeps **DO NOT IGNORE IT**. Please inform Elms BT9 reception. **If there is a CONTINUOUS beeping noise, this indicates there is a carbon monoxide leak. You must leave your apartment immediately and inform Elms BT9 reception. DO NOT re-enter your apartment until you are told it is safe to do so.**
- If the battery is low you will hear one beep every 60 seconds and the code 'L6' will be indicated on the display. Please report this to Elms BT9 reception for a replacement battery to be fitted.

## Low battery indicator

The Carbon Monoxide (CO) detector alarms are powered by a battery. If you hear the alarm make a noise continuously every 30-40 seconds at the same time as the LED flashes (and you have not just pressed the 'hush' button), it indicates the battery power is at an unacceptably low level. You should report this to Elms BT9 reception as soon as possible and a replacement battery will be fitted.





# Information

## Testing your Carbon Monoxide (CO) detector

You must test your CO alarm weekly. To test your CO alarm, press and hold the test/reset button and wait for the beeping to begin. To stop the beeping, press the test/reset button again. The CO alarm will take time to reset itself back to normal function.

If your CO alarm fails to test properly, or if its self-diagnostic test reveals a malfunction, immediately contact Elms BT9 Reception. This alarm will not monitor CO levels while malfunctioning.

## Fire blanket

Your fire blanket, located in the kitchen, will be serviced once a year. If you are required to use your fire blanket, please inform a member of staff at Elms BT9 reception and we will ensure it is replaced.

## Information for students with special requirements

### Mobility-impaired residents – accessible apartments

For those ground floor apartments where the bedroom(s) have fire exit doors opening directly to the exterior of the building, please note the following:

- The fire door will be operated by a door guard alarm unit located on the wall beside the door.
- If the door is opened in error by the occupant (or if someone should attempt to enter the building via this door) the alarm will sound.
- To stop the alarm sounding you must contact Elms BT9 reception on extension 4525 or 028 9097 4525 from your mobile. A member of staff will come to your bedroom and reset the door alarm.

### Hearing-impaired residents

Apartments occupied by those who are hearing impaired have the following equipment fitted:

- A red alarm lamp, located on the ceiling, which will flash in the event of a fire.
- A vibrating pillow pad, fitted to the resident's bed, which will vibrate when the fire alarm is activated in the event of a fire, to awaken the resident if they are asleep.

# Your Facilities



17



## Recycling



Queen's University is committed to improving its environmental performance and fundamentally changing

the way it works so that it becomes an environmentally sustainable low-carbon organisation.

We encourage you to be aware of your responsibility to reduce energy usage, including water, and recycle where possible. During your stay in Queen's Accommodation, there will be initiatives and competitions to help reduce waste and energy use, which we hope you will participate in. More information about these will be available from the Residential Life Coordinators (RLCs) and your Residential Assistant (RA).

There is a rubbish/recycling unit that can be found in one of the lower cupboards in your kitchen. To access the unit, pull the front of it towards you. This unit can be used according to your own preferences; however, the larger section is recommended for general household waste, and non-recyclable items. The two smaller sections can be used separately for glass and cardboard/paper. Once this is full, please take to the Willow Walk waste centre, to recycle.

To maintain hygiene, it is recommended that you line each section of the unit with bin liners/rubbish bags.

## Waste Management Centre



Willow Walk residents must take all rubbish, food waste and recycling to their Waste Management Centre.

All Willow Walk residents have access to the Waste Centre and should not leave rubbish outside. Within the Centre you will find four different bins for you to place the following:

- 1) General waste
- 2) Recyclable items to include cardboard, paper and plastic bottles
- 3) Glass only
- 4) Food Waste

For information on what can and cannot be recycled, please see posters displayed in the Waste Management Centre or contact your Residential Assistant (RA).

**The Waste Management Centre is permanently open.**

The food waste caddy can take:

- ✓ Leftovers
- ✓ Crusts
- ✓ Scrapings
- ✓ Apple cores
- ✓ Banana skins
- ✓ Stones from fruit
- ✓ Tea bags
- ✓ Coffee grounds
- ✓ Paper plates
- ✓ Shredded paper

## Luggage Storage



If you wish to store luggage, there are individual storage cages located beside the bike store in Willow Walk.

There is a key deposit of £25 payable for this facility, which will be refunded when the key is returned. Should you lose your key, you will also lose your deposit. Please speak to a member of staff in Elms BT9 reception, who will issue a key and the access code for the luggage store. You will need your student card to get access to the luggage storage.

## Bike Storage



A bike store is located opposite the Common Room in Willow Walk.

If you are leaving your bike here, it must be securely locked to the bike rack. There is no charge for this facility. For more information speak to Elms BT9 reception staff.

To access the Bike Store and Common Room please use your student card or enter the code 1118# on the keypad next to the door.

## Common Room



The common room in Willow Walk is available to all Willow Walk residents.

You will need your student card to get access to the Common Room.

This is a no-alcohol lounge area where students can relax together, watch TV, meet socially or to carry out group work. Facilities include Internet ready PCs, a kitchenette to make tea/coffee and vending machines for snacks.

## The Treehouse



The Treehouse is the ideal place for you to meet your fellow residents.

The MACE shop offers a wide selection for all your shopping needs. It also provides hot and cold snacks to grab and go throughout the day.

An ATM cash machine is located inside the MACE. There is no charge for cash withdrawals.

The Lounge is a great place to meet friends, equipped with soft seating, big screen TV, computer games, computer suite and printing and photocopying facilities. There is also the Coffee Bar which is open every evening – tea and coffee is free and an RA or RLC is always there if you want to talk.

The Living Room is located on the ground floor of the Treehouse and can be used as a study space for group or individual work, as a place for clubs or societies to meet or for reflection and prayer.

## Laundry



A laundry room is located in The Treehouse.

The Laundry facility is cashless; you will have to download the Circuit Laundry app from the App Store and add funds to your account. More information is available within the laundry.

An iron and ironing board are also available in the laundry and a flat screen TV is provided to watch while you wait.

## Smoking



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

This includes your bedroom, common areas and outside your accommodation building.

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

The designated smoking areas are at:

- The Treehouse (front and rear)
- Willow Walk
- Sycamore Park

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.

# Essential contacts

### External numbers

ASK4 Helpline  
**0114 303 3232** or  
Text 'Call Me' to  
**0779 780 0545**

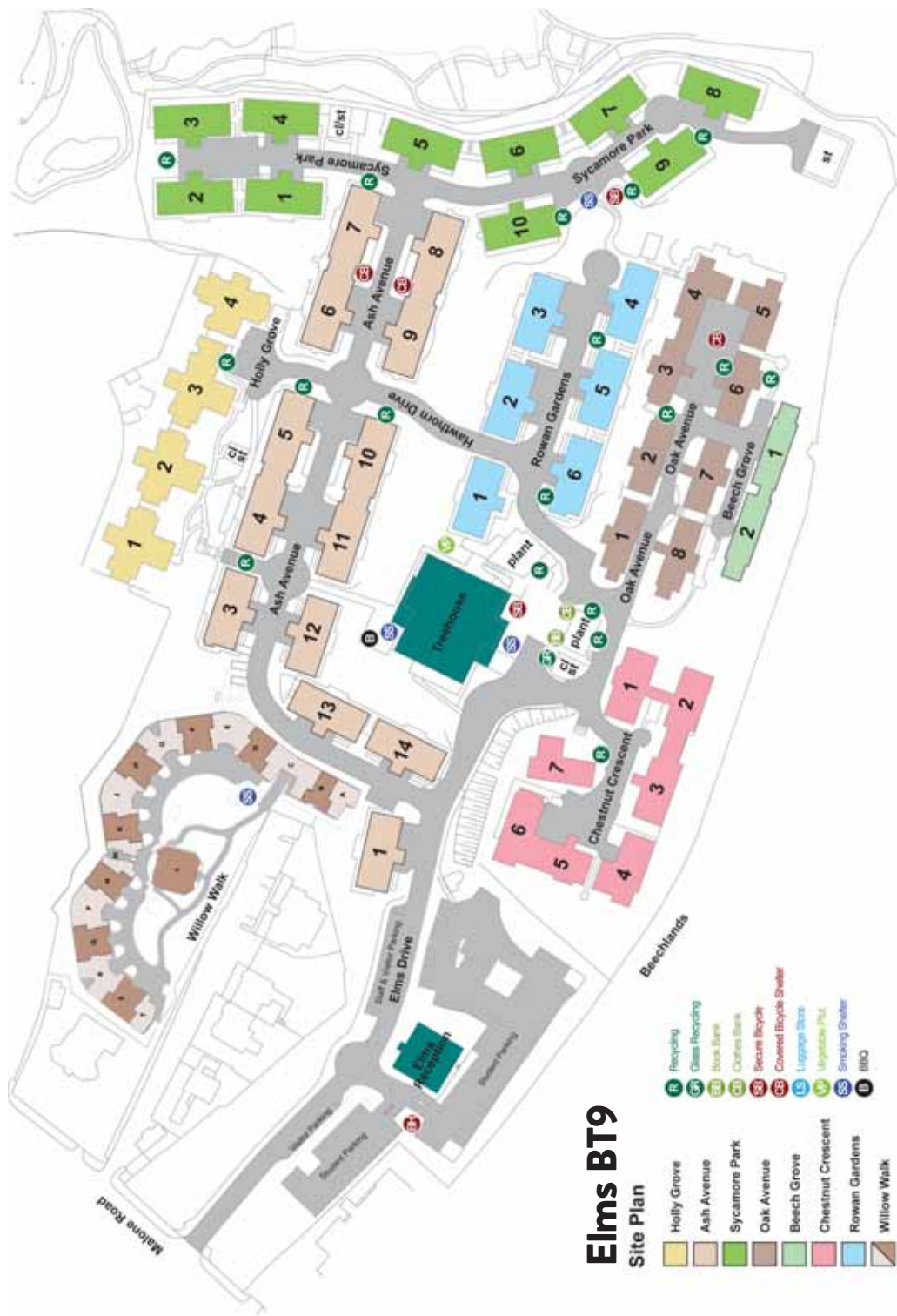
Power NI Helpline  
**03457 643 643**

### Internal extensions

Elms BT9 Reception  
**4525**  
The Treehouse  
Reception  
**4574**

Residential Life  
Coordinators  
**4697 / 4792**

Security  
**5098/5099**



# Elms BT9 Site Plan

- Holly Grove
  - Ash Avenue
  - Sycamore Park
  - Oak Avenue
  - Beech Grove
  - Chestnut Crescent
  - Rowan Gardens
  - Willow Walk
- 
- Recycling (R)
  - Glass Recycling (GR)
  - Book Bins (BB)
  - Clothing Bank (CB)
  - Secure Bicycle (SB)
  - Covered Bicycle Shelter (CSB)
  - Luggage Bins (LB)
  - Luggage Pod (LP)
  - Smoking Shelter (SS)
  - BKO (BK)

## **Willow Walk**

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[www.qub.ac.uk/accommodation](http://www.qub.ac.uk/accommodation)