

RENTING RIGHTS AND ADVICE

There's so much to know when renting a house for the first time.

For information on protecting your deposit, living safely, handling repairs and other landlord issues, check out the following links:

<https://www.qub.ac.uk/Study/student-life/Support-and-wellbeing/>
<https://www.uusu.org/advice/>

- Buy a carbon monoxide alarm if you have gas heating or appliances and ask for a copy of the landlord's current gas safety record.
- Don't tamper with fire safety equipment – it could cost lives.
- When you leave the property, shut windows and doors, and hide valuables from view. Consider Endsleigh Insurance to protect your valuables. www.endsleigh.co.uk
- Look after your property and take care with visitors as you could lose your deposit if they cause damage, or be fined for any noise complaints which they cause.

HEADING OUT?

- Stick with friends: go out together, come home together.
- If drinking, stay safe. For tips, see www.drinkaware.co.uk
- Drugs? Don't wing it, see www.talktofrank.com

HEALTH AND WELLBEING

- Feeling stressed? Avoid too much booze as it can lower your mood and increase anxiety.
- Why not join a club or society to get fit, meet new people & learn new skills?
- Feeling overwhelmed? Check out the advice and support contacts on the back page.



NEED HELP OR ADVICE?

PSNI 101
Emergency 999
Belfast City Council 028 9032 0202

STUDENT WELLBEING AND SUPPORT SERVICES

Queen's University
028 9097 2893 (Student Wellbeing)
studentwellbeing@qub.ac.uk
su.advice@qub.ac.uk (SU Advice)
community@qub.ac.uk (Neighbourhood Engagement)
<https://www.qub.ac.uk/directorates/sgc/wellbeing/>

Ulster University
028 9536 7000 (Student Wellbeing)
studentwellbeing@ulster.ac.uk
www.ulster.ac.uk/wellbeing

Belfast Met
028 9026 5108
centre4wellbeing@belfastmet.ac.uk
www.belfastmet.ac.uk

St Mary's University College
028 9026 8353
r.wilson@stmarys-belfast.ac.uk

Stranmillis University College
028 9038 4510
studentsupport@stran.ac.uk

STUDENT WELLBEING OUT OF HOURS

In an emergency or distress call Lifeline on 0800 808 8000

Alternatively, Inspire Students offer a free 24/7 Helpline via the following options:

Queen's University
0808 800 0016
qubstudents@inspirewellbeing.org
<https://www.qub.ac.uk/directorates/sgc/wellbeing/>

Ulster University
0800 028 5510 or email ulsterstudents@inspirewellbeing.org
<https://www.ulster.ac.uk/wellbeing/health-and-wellbeing/counselling>

Belfast Met
0808 800 0032
support@inspirewellbeing.org

OTHER ORGANISATIONS

Samaritans 116 123
PSNI Rape Crime Unit 0845 600 8000 (emergency 24hr)
The Rowan 0800 389 4424 (support after sexual abuse, assault or rape)
Nexus 028 9032 6803 (counselling for sexual abuse)
Common Youth 028 9032 8866 (free sexual health advice and contraception)



STUDENT WELFARE AND SAFETY ADVICE



Police Service of Northern Ireland
Keeping People Safe



Belfast City Council



WELCOME TO THE COMMUNITY

Welcome to one of the most diverse areas of Belfast. Even if you're only here during the week, make the most of your time here and be part of the community.

- Introduce yourself to your new neighbours.
- Want to get more involved? Why not volunteer for a local community project or event? Contact your Students' Union for info on opportunities.



ACT WITH RESPECT - KEEP NOISE DOWN

Remember that you are living near families, older residents and people who have to get up for work, school or classes the next day. **The Student Conduct Regulations apply at all times**

and not just after 11pm. If you are reported for a noise disturbance before 11pm you may have breached the Conduct Regulations so keep noise to a reasonable level and respect your neighbours.

Behave appropriately, be polite and keep the noise down, particularly late at night. Treat housemates with respect too.

PROTECT YOUR PROSPECTS

- Think before you post on social media.
- Antisocial behaviour (including noise complaints) can lead to a police and or a criminal record, which may show up when applying for jobs.
- **Student Conduct Regulations also apply off campus and at any time of the day or night.** If you receive notice of a complaint, contact your college/university straight away for advice.

BE CLEAN, BE GREEN



BINS AND RECYCLING

If you live in private, rented accommodation within the University Area you should have:

- Recycling boxes for mixed dry recyclables
- A general waste bin
- A green, outside food bin
- A food waste caddy and food waste bags to use in your kitchen.

It is the responsibility of your landlord to provide you with a general waste bin for non-recyclable waste.

If you don't have recycling boxes, you can order them by emailing customerhub@belfastcity.gov.uk. Recycling boxes are free of charge. You can paint your house number on them, so you don't lose them. For info on what you can recycle, check the free Binovation app or go to www.belfastcity.gov.uk/recycling

Always leave your waste for collection inside a bin or box, or you risk a fine for leaving it on the street. Recycling boxes, including food bins, are emptied every week. Remember to take your boxes back onto your property once they've been emptied.

To request more food waste bags, tie one around the handle of the green food bin and the collection crew will leave you more. You can also collect food waste bags from your nearest council Recycling Centre, including Ormeau Recycling Centre.

Under the Clean Neighbourhoods and Environment Act (NI) 2011 you can be fined for littering, defacing property with graffiti or leaving waste in your yard/garden or entry. Please remember to recycle your glass bottles in your recycling box, as broken glass on the street can be hazardous for pedestrians, cyclists and motorists.



DITCH THE CAR

Avoid bringing your car if you don't need it during the week - spaces are hard to find and there are now permit only and pay and display bays on College Green, Rugby Road, College Park, part of University Avenue, part of Carmel Street, College Park Avenue, Rugby Street and Rugby Parade. For further information, see <https://www.nidirect.gov.uk/articles/resident-parking-zones>

Walking or cycling are great ways to get round the city - you could also save cash, reduce stress and get fit in the process. Don't have a bike? Register with <https://www.belfastbikes.co.uk/en/belfast/> For route info, check out www.sustrans.org.uk

For public transport options, look at www.translink.co.uk, and avoid the queues with mLink mobile ticketing app.

If you need your car, drive slowly and watch out for kids playing and walking to school. When parking, leave enough space for buggies and wheelchairs on the pavement, and for vehicles to pass on the road. Avoid blocking driveways and only use disabled parking spaces if you have a blue badge. **Always park legally or you risk being fined.**

GETTING AROUND BELFAST

Queen's University Bike Hub offers Queen's students the opportunity to lease a bike for the academic year, purchase a refurbished bike, organise a service or access a range of safety equipment. Located opposite the McClay Library, pop in and get on your bike! For more information, go to <https://www.freedomcycles.uk/>

TRAVELLING FROM HOME

Take advantage of discounts through Translink and take the bus or train instead. If you are aged between 16 to 23 years old make sure you apply for the yLink Travel card which will get you a third off bus and train travel. You can apply for your yLink card here <https://www.translink.co.uk/ylink>

MAKING A POSITIVE IMPACT

Sustainability at Queen's Team host a range of programmes, campaigns, events and initiatives that allow you to work with the local community to drive climate and environmental action within Belfast. To find out more send us an email at sustainability@qub.ac.uk or follow us on Twitter, Instagram, LinkedIn and TikTok: greenatqueens