

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 (Advice SU)
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:

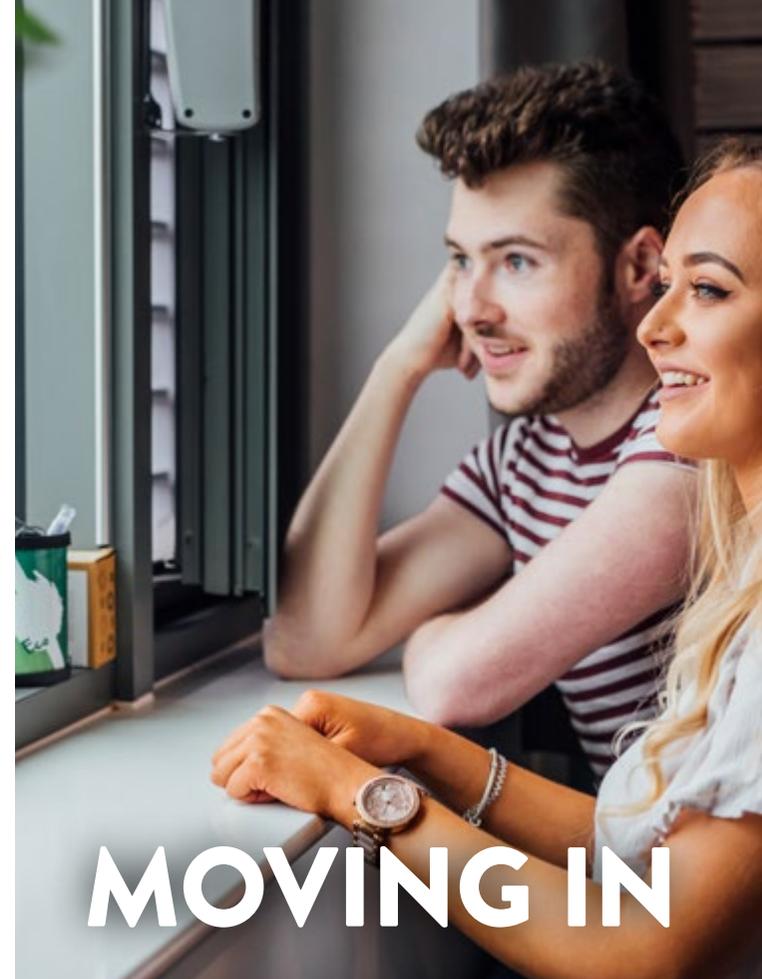
Queen's University
0808 800 0016
qubstudents@inspirewellbeing.org
<https://www.qub.ac.uk/directorates/sgc/wellbeing/>

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:

- a general waste bin
- black and red recycling boxes
- a green food waste bin
- a brown food waste caddy and food waste bags to use in your kitchen.

To request more food waste bags please tie one of the bags to the handle of your green food waste bin. Food waste bags are also available at Ormeau Recycling Centre, Park Road (near Ormeau Park).

A general waste bin should be provided by your landlord. Recycling bins can be obtained free of charge from the Council, email customerhub@belfastcity.gov.uk to order.

Always leave your rubbish for collection inside a bin/box or you risk a fine for leaving rubbish in the entry or street. Remember to put your boxes out every week. Don't let rubbish build up to unhygienic levels. You should take your bins/boxes back to your property as soon as possible after collection.

You can now download the free Bin-ovation app for information about:

- bin and box collections
- nearest recycling centres
- holiday arrangements, and
- items that can go into each of your bins.

You can also set reminders for your collections, so you never forget to put your bin out.

Under the Clean Neighbourhoods Act, you can be fined for littering, defacing property with graffiti, or if your garden or yard are littered. Please remember to put bottles in bins – broken glass on the street is a hazard for children, cyclists and car tyres.



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.theturnaroundproject.org/big-loop-bikes>

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