



**QUEEN'S
UNIVERSITY
BELFAST**

ELMS BT9 UNIVERSITY LIVING: STUDENT HANDBOOK 2023-24



Dear Student,

As a new or returning resident of Elms BT9, allow me to be the first to welcome you home.



MIKE UPRICHARD
Head of Accommodation

Living in university accommodation will be an experience you will remember forever. Here, you will be part of a dynamic, multicultural community, studying at one of the top 14% of universities in the world in the QS World University Rankings 2024, with fantastic facilities for you to take advantage of.

My team are looking forward to welcoming you, offering a 24/7 service, If you have any queries, please do not hesitate to ask us. We are here to ensure that you get the most out of your university experience.

I hope you enjoy your stay.

Key Contacts

Reception

 elmsreception@qub.ac.uk

 028 9097 4525

Residential Life Team

 rlcbt9@qub.ac.uk

 028 9097 4479

Residential Fees

 residentialfees@qub.ac.uk

 028 9097 5639 / 4407 / 4524

Follow Our Social Media Channels



qub_accommodation



qubaccomm



QueensAccommodation
Belfast



queens-accommodation

This is YOUR Accommodation

Queen's Accommodation is more than just a room; we are committed to playing our part in creating the best possible experience for you.



Elms BT9 includes Willow Walk and our off-site accommodation in Mount Charles, 76 Malone Road, College Gardens, Guthrie House and Grant House. Every location is situated 5-10 minutes walk from Queen's University campus.

All accommodation is furnished, however you will need to bring some small items to truly make it your home. Supplies are cheaply and readily available. If you need anything else, regular bus trips to local supermarkets and IKEA will be arranged shortly after check-in and throughout the year.

Our team will help you reach your academic potential and ensure you settle into our fantastic community by organising regular trips and events where you can meet new friends and take advantage of the full student experience.

Accommodation Portal

Please complete your mandatory e-induction prior to arrival. You will be unable to check in until this has been completed. You can find your portal [HERE](#).

What's included in your fees?



RISK FREE CONTRACTS

With no hidden costs



GYM MEMBERSHIP

Free off-peak Queen's Sport membership



TV & TV LICENSE

For communal areas



24/7

Safety Team



400+

Social events in our coffee bars



HEATING



250Mb

Wi-Fi included



100+

Residential Support staff



INSURANCE

Contents insurance provided

What should I bring (and avoid)?

- ✔ Bed linen *
- ✔ Towels *
- ✔ Plates, bowls and cups *
- ✔ Cutlery; knives, forks and spoons *
- ✔ Pans and tools for cooking *
- ✔ Toilet paper
- ✔ Plug adapter
- ✘ Electric heaters or blankets
- ✘ Loud speakers
- ✘ Candles or incense
- ✘ Electrical multi-socket extension leads
- ✘ Animals, reptiles, fish, insects
- ✘ Hairdryers or other electrical items over 1000 watts
- ✘ Knives, catapults, cylinders of gas, chemicals of biological substances, replica guns, laser guns, air guns, water pistols, water bombs, fireworks
- ✘ Fairy lights (battery operated allowed)
- ✘ Adhesive strip lights
- ✘ Electric scooters/chargers



Included in Kitchen and Bedding packs (you can order them [HERE](#))

What we offer

With newly refurbished areas, the Treehouse has a wide range of activities and social spaces for you to enjoy.



POOL AND SNOOKER



TABLE TENNIS



BASKETBALL



CINEMA AREA



KARAOKE/GAMING ROOM



BOOKABLE KITCHENS /BBQ



STUDY/COMPUTER ROOM



COFFEE BAR

Coffee Bar

The Coffee Bar serves free tea and coffee throughout the day and every evening. It is a great space to meet up with friends and get to know your Residential Assistant (RA). During student holidays and the summer hours will differ, with times being displayed in the Treehouse.

You can borrow table tennis bats, pool and snooker cues, and basketballs from the coffee bar - just make sure to have your student ID!

Bookable Kitchens

We have two hosting kitchen spaces, and a BBQ area that are available for students to book and use to socialise with friends and family. To book our kitchen spaces is as easy as sending an email!

 bt9socialspace@qub.ac.uk

Scan the QR code to see the space and answer some of the frequently asked questions.

Watch our Hosting Kitchen Video



Storage

Storage is limited so don't bring too many belongings as everything is available locally. Storage is available in our Willow Walk lockers - There is a key deposit of £25, 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 reception, who will issue a key and the access code for the luggage store. Lockers are available on a first come, first served basis.

Car Parking

If you need to bring a car there are a limited number of spaces in Elms BT9, and you can apply for a permit as part of your accommodation application. Permits are £100 for your contract length. You must state you require a permit and your reasoning why on your initial accommodation application. Preference for permits is given to those with registered disabilities, are carers etc.

There is also a Pay Per Use car park operating at Elms BT9, which costs 70p per 24 hours/each time you enter/exit. Payments at reception should be made via debit or credit card. You must register your vehicle details at Elms BT9 reception (you only need to register once) and you will be issued with a car park disk to display on your windscreen. Short term access to the Elms BT9 site is available for 30 minutes to collect or deliver items to your room.

Computer/study room

The computer suite in Elms BT9 is located on the ground floor of the Treehouse. All computer suites have printing and scanning facilities, with access via your student card.



Fitness and Exercise Facilities



We have state of the art fitness and exercise facilities at Elms BT1 which offer a range of cardio, functional and weights equipment. We have a varied group exercise programme led by knowledgeable and friendly staff for whatever your level of fitness. The gym at Elms BT1 is open from 07:00am to 10:00pm each day and is available to all QUB accommodation students.

Don't forget, you also get free off-peak membership to [Queen's Sport!](#)

Sustainable Travel

We are committed to reducing our environmental impact, and so we encourage students to travel more sustainably to and from campus.

Secure bicycle storage facilities are provided in accommodation. Access codes are available from Reception.

Bicycles must not be stored in hallways, corridors or in bedrooms.

Get around with Belfast Bikes

You can rent a bike from bike stations dotted around the city, one of which is located at Elms BT9. For more information please click [here](#).

E-bikes and E-scooters

The University welcomes the safe use of conventional push scooters. However, the use of E-scooters on the University campus is not permitted and will be removed.

Certain conditions must be met for the safe use of E-bikes in Northern Ireland. Further information can be found: [Electric bikes | nidirect](#)

As a result of the increased fire safety risk, the University has banned the charging and storing of large lithium battery type vehicles which include E-scooters and E-Bikes inside any of our buildings.

See our [website](#) for more info. See our full policy [HERE](#)



Reception

Our reception team can be found in the reception area upstairs in the Treehouse. You can contact them via email or telephone and they are always happy to help!

- ✉ elmsreception@qub.ac.uk
- ☎ 028 9097 4525 (Treehouse Reception)
- ☎ 028 9097 4209 (Night Team)



Opening Hours

The Treehouse Reception is open 8am - 8pm Thursday - Monday, and open 8am - 8:45pm Tuesday and Wednesday.

Outside of these times there is a night time Reception team and our Safety Team located at the building next to the barrier at the entrance to Elms BT9.

Post and Parcels

Your **parcels** are delivered to the reception at the Treehouse, who will notify you via email that your parcel is ready for collection. You will not be able to collect the parcel until it has been processed by our Reception team, even if you receive an email from the courier stating it has been delivered. Valid photographic ID is required to collect your parcel. Post will be returned to sender after 4 weeks if not collected.

Your **letters** will be delivered to the reception post boxes for your apartment block, unless you live in Willow Walk; your letters can be collected from the Treehouse reception.

Mail should be addressed as;
Name and Student Number
*Room Number, Street and Building Number **
78 Malone Road
Elms Village
Belfast Northern Ireland
BT9 5BW

*Insert your allocated address

Guest Stays

We recognise that students will have friends/guests to stay with them on occasions, however for health and safety reasons we require students to advise us when guests will be staying. To view the guest procedure for Queen's Accommodation click [here](#). Please note that no overnight guests are permitted in University accommodation until Monday 2nd October 2023.

All residents are permitted one overnight guest for a maximum of 2 consecutive nights in a 7 day period, provided this does not adversely affect other residents or disrupt study.

Keys

When you first arrive you will collect your room and postbox keys/fob from Reception. If at any point you lose your key/fob or become locked out of your room you can request a new key from our Reception team. If you get locked out when our Reception is closed our Safety Team can help by letting you back into your room.

Lost Keys

76 Malone Road, College Gardens, Guthrie, and Mount Charles will have a metal key and if you lose that key, there is a charge of £6 for a replacement.

Checking out

At the end of your contract, you must do the following in preparation for moving out;

- Ensure all doors/windows are locked.
- Ensure all perishable foods are removed from fridge freezers.
- Ensure all belongings are removed from your room and/or communal areas - any items left behind will be disposed of or donated to charity.
- Rooms must be left clean and tidy.

Checkout must be done by 10am or you risk being charged for an additional night.

What else can Reception help with?

Proof of
residency

Lost property

Residential fee
statements

Bike shelter
codes

Guest stays

Residential Fees

You are legally obliged to pay fees throughout the period of your contract. Failure to engage with the team to settle outstanding debt may result in late payment charges and access to your bedroom being denied.

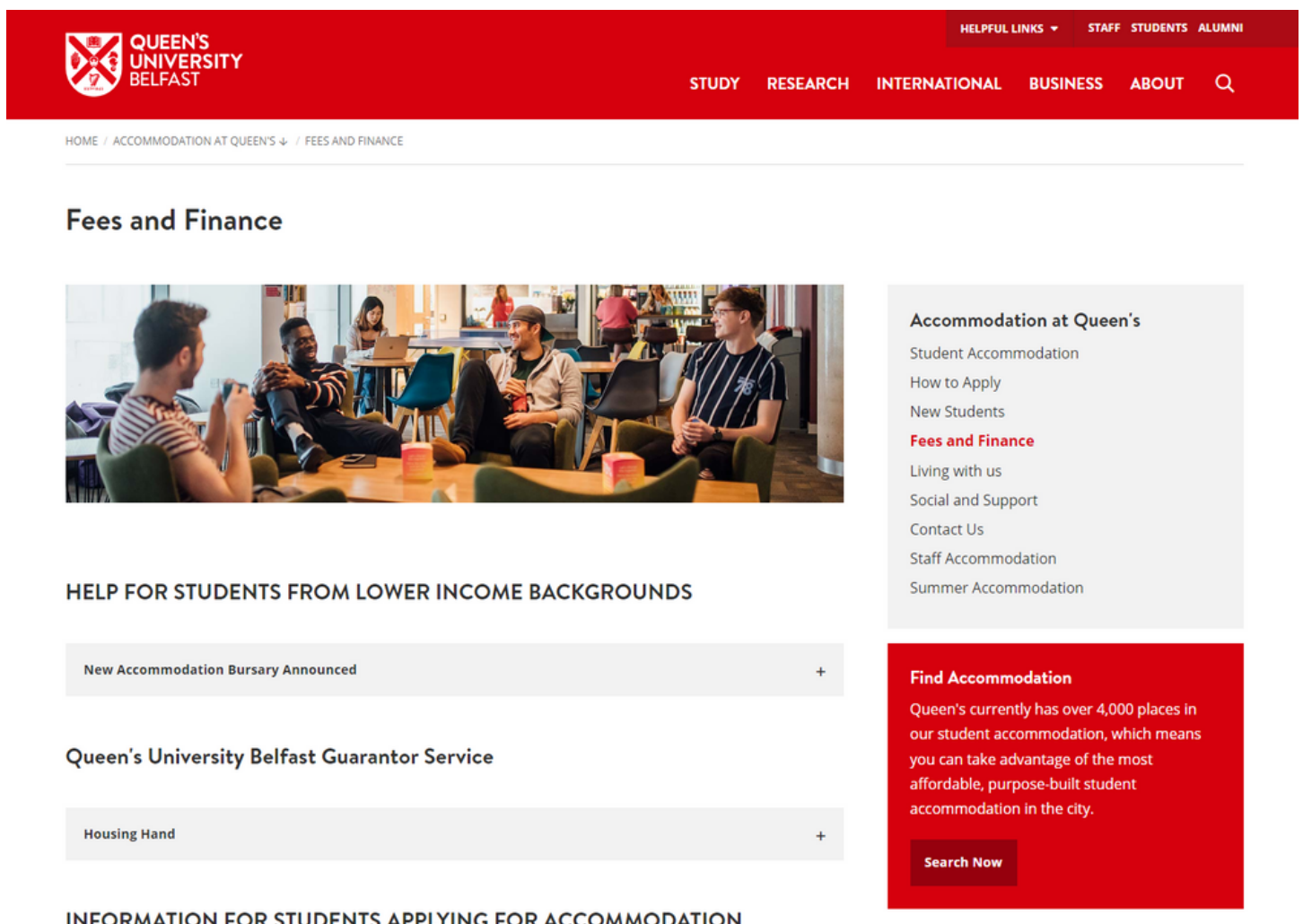
Continued failure to engage with the team will result in you being asked to leave Queen's Accommodation and you will still be liable for the full cost of your contract.

If paying your fees via direct debit you will need to set up a UK bank account and ensure it allows direct debits. A proof of residency letter can be provided by Reception.

 residentialfees@qub.ac.uk

 Residential Fees Website click [HERE](#)

Other financial advice is available from the SU Advice Team in One Elmwood (Student's Union).



The screenshot shows the Queen's University Belfast website. The header is red with the university logo on the left and navigation links (STUDY, RESEARCH, INTERNATIONAL, BUSINESS, ABOUT) and a search icon on the right. Below the header, a breadcrumb trail reads 'HOME / ACCOMMODATION AT QUEEN'S / FEES AND FINANCE'. The main content area is titled 'Fees and Finance' and features a large image of students sitting around a table in a common area. To the right of the image is a sidebar menu with the following items: 'Accommodation at Queen's', 'Student Accommodation', 'How to Apply', 'New Students', 'Fees and Finance' (highlighted in red), 'Living with us', 'Social and Support', 'Contact Us', 'Staff Accommodation', and 'Summer Accommodation'. Below the image, there are two expandable sections: 'HELP FOR STUDENTS FROM LOWER INCOME BACKGROUNDS' with a sub-section 'New Accommodation Bursary Announced', and 'Queen's University Belfast Guarantor Service' with a sub-section 'Housing Hand'. At the bottom, there is a section titled 'INFORMATION FOR STUDENTS APPLYING FOR ACCOMMODATION'. On the right side of the page, there is a red box titled 'Find Accommodation' containing the text: 'Queen's currently has over 4,000 places in our student accommodation, which means you can take advantage of the most affordable, purpose-built student accommodation in the city.' and a 'Search Now' button.

Residential Life Team

The QUB Residential Life Service includes a team of 5 fantastic

Residential Life Coordinators who, with the support of 30 highly trained Residential Assistants (RAs), provide a wide range of programs and events aimed at promoting student success.



AIDAN CALDWELL
Residential Support and Events Manager



MICHAEL GREGORY
Residence Student Experience and Support Manager

The team also includes an Environmental Assistant, a Marketing/ Communications Assistant and a Graduate Intern who contribute greatly to the experience of our students.

QUB Res Life offers a variety of services designed to support students to succeed academically and personally.

Three Pillars of Residential Life

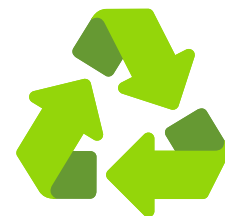
We have three pillars that underpin all our Residential Life activities



Health &
Wellbeing



Inclusion &
Diversity



Sustainability

**Support is available if you need
to speak to someone**

 028 9097 4479

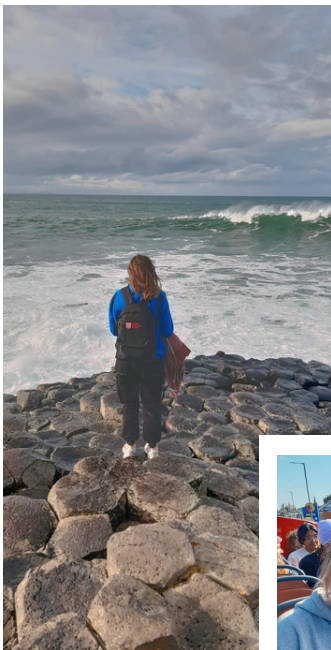
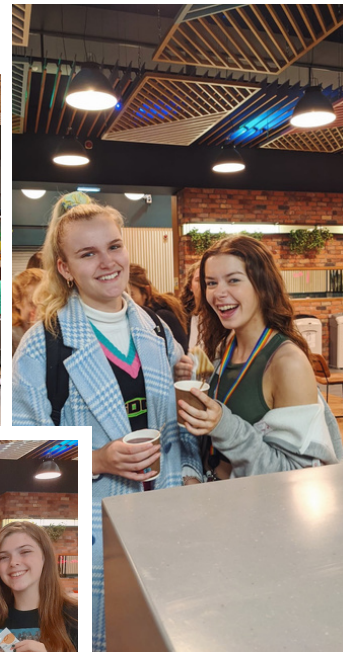
 rlcibt9@qub.ac.uk

Residential Life

The Treehouse is the social hub of Elms BT9. The coffee bar serves FREE tea and coffee throughout the day and every evening. Times will vary during student holidays/summer.

Alongside the coffee bar we host events with plenty of food and fun, which are FREE to attend in the evenings.

Photography will be taking place during our events/trips for marketing purposes. If you are not happy with your image being used in this way please contact a member of staff.



During the weekends we have trips which enable students to explore a different part of Northern Ireland they may not otherwise get to see. Examples of trips include The Giant's Causeway, Belfast City Sightseeing, Exploris Aquarium, Titanic Museum - and more!

All of our trips are heavily discounted and include transport to and from the trip location.

Students can purchase tickets to our trips [HERE](#)

Sustainable Living



At residential life we recognise the substantial impacts that our community actions and choices have on the university's environmental mark, and with 4,200 students housed in our accommodation every year, we are committed to embedding **sustainable practices and thinking through education.**

We ask all students to share our commitment to sustainability by actively partaking and contributing to various initiatives such as our community garden and allotment, the 'Switch off' campaign, swap and drop clothing rails, donation stations and the community fridge in which students can leave any unwanted items and take anything they need.



Maintenance and Repairs

If something needs repaired, complete an online maintenance request form (use the QR code) and we will fix it for you. Or click [here](#).

Maintenance requests are solved in order of urgency/emergency. If you have an emergency request give us a call immediately on:

- ☎ 028 9097 4419 (9am-5pm) Mon - Fri
- ☎ 028 9097 4209 (8pm-8am)
- ☎ 028 9097 4525 (8am-8pm) Sat - Sun

Top Tips

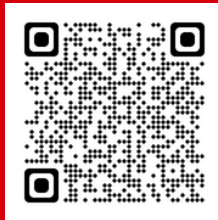
- 🔧 Blocked sink? Help prevent this - don't put food i.e. rice or oil down the kitchen sink.
- 🔧 Blocked shower drain? Help prevent this by removing all hair from shower and bedroom sink on a regular basis.
- 🔧 Keep your door handles clear from coats, clothing, and other items as this can cause your door to stop working.
- 🔧 You must not overload the sockets or use extension leads in your room or kitchen.
- 🔧 Do not wash your clothes in the shower or sink.

Legionella

To prevent the risk of Legionella, it is important to run fresh water through the shower and taps at least once a week. If you are going to be absent for more than a week, please inform us by logging a request through your accommodation account.

We have quarterly shower head disinfections.

SCAN THE QR
CODE TO
COMPLETE AN
ONLINE
MAINTENANCE
REQUEST



WHAT IS AN EMERGENCY MAINTENANCE REQUEST?

- NO HEATING
- NO HOT WATER
- KITCHEN SOCKETS NOT WORKING
- ALL BEDROOM LIGHTS NOT WORKING
- EN SUITE SHOWER ROOM LIGHTS NOT WORKING
- FRONT DOOR OR BEDROOM DOOR NOT OPENING, CLOSING OR LOCKING
- MAJOR LEAK

Heating

Your heating is included in your residential fees. Heating in Elms BT9 (except Willow Walk) is on a timer which is adjusted throughout the year to take into consideration the changing seasons. You are able to control the heating in your bedroom and communal area by twisting the knob on your radiator. Consult our reception team to find out what the heating times are.

Waste management

Residents of Elms BT9 are responsible for their own waste management.

Residents must move all general waste, food waste and recycling to your designated waste centre. Recycling and food waste must be taken to the recycling points highlighted on the maps (at the end of the Handbook). Students can collect bio-degradable green bags to dispose of food waste from the Residential Life Office downstairs in the Treehouse.

Willow Walk residents must take all rubbish and recycling to their Waste Management Centre. Students living in all other properties must place all rubbish, food waste and recycling in the appropriate bins to the rear of their property.



Laundry

We have a fully equipped laundry room, located on the ground floor of the Treehouse, including irons and ironing boards. Laundry is a cashless service; download the 'Circuit Laundry' app from the App Store and add funds to your account. Alternatively, you can purchase a card from the laundry room. This card can be topped up throughout the year.



ONE WASH COSTS:

£3.20

ONE DRY COSTS:

£2.10

Cleaning

It is your responsibility to ensure shared areas are kept clean to create a hygienic and safe environment. You are expected to:



Keep your bedroom and bathroom clean, including toilets, sinks and showers.



Wash all plates, cutlery, and other items used for cooking and wipe kitchen surfaces.



Keep the inside of fridges and freezers clean by wiping shelves, removing old food and free from ice (defrost regularly in consultation with flat mates).



Keep sink empty of items at all times.



Clean microwaves, cooker tops, oven and grill pans after each use to prevent fire risk.



Do not use the vacuum cleaner on liquid spills.



Remove rubbish and recycle regularly.



Please make sure to open your windows regularly to properly ventilate your room.



**BORROW A VACUUM
FROM THE
RESIDENTIAL LIFE
OFFICE IN THE
TREEHOUSE**

We will inspect the condition of your room and communal areas during your stay (7 days notice will be given) to ensure compliance with health and safety policies. Any extra cleaning or damages to your bedroom/communal areas will incur additional charges. Apartment or room cleaning services can be offered for an additional cost. Please contact reception to arrange.

Wi-Fi

Ask4, a specialist UK University internet provider, supply up to 250mb wired and wireless internet service throughout Queen's Accommodation.

Download the Ask4 app from the App store or Google Play store for information on: creating an account, what the package includes, how to upgrade, and how to login to the Ask4 portal to log all internet related issues.

Television






Included in your fees is a television and television license for communal areas. If you wish to watch or record live TV programmes in your bedroom through 4TV, or download or watch any BBC programme on IPlayer, live, catch-up or on demand you will need a valid television license. Click [HERE](#) for more information.

You do not need a TV license to watch streaming services such as Netflix.

General Safety

After 11pm all students will be required to show their Student card and fob to our Safety Team to gain entry into Elms BT9.

You can help keep yourself and your fellow residents safe by:

-  Keeping external and corridor doors locked.
-  Never leave valuable items on display.
-  Do not let strangers into your apartment or building.
-  Report any loss of fob/key to reception.
-  Locking your bedroom door when leaving your bedroom - even for a short time.

Health and Support

If you require medical help, contact the Reception and our staff can assist you. We recommend registering with a doctor as soon as possible after arrival. Many students choose to register with the University Health Centre.

If you are taken to hospital due to injury or illness it is important to let our Reception team know, who will also inform your School.

Living away from home can be lonely and difficult at times. If you need further support please contact our Residential Life team.



SAFETY TEAM

OUR SAFETY TEAM ARE ON DUTY 24/7. SHOULD YOU REQUIRE ASSISTANCE YOU CAN CONTACT RECEPTION OR CONTACT QUEEN'S SECURITY:



028 9097 5099

QUEEN'S EMERGENCY:



028 9097 2222

**UNIVERSITY HEALTH CENTRE
7 UNIVERSITY TERRACE
ELMWOOD AVENUE
BT7 1NP**

 **028 9066 4634**

**NEAREST HOSPITAL
ROYAL VICTORIA HOSPITAL
274 GROSVENOR ROAD
BT12 6BA**



The University has a responsibility for the welfare of its staff, students and visitors. Any accident you have, no matter how small, must be reported to Reception. Students have a legal responsibility to take reasonable care for their own safety and others (including staff).

Electrical Safety

You must ensure all electrical items are safe and in good working order. This is particularly important if the equipment does not originate from the UK. Adapters should not be used. The maintenance team will offer free portable appliance testing (PAT) upon arrival, and any unsafe equipment will be removed.



Do not overload sockets in your room or use multi-socket extension leads. Only UK 3 pin fused plugs (conforming to British Standard BS 1363) are to be used to connect electrical appliances to the mains power sockets.

Smoking and Vaping

Smoking and the use of e-cigarettes is strictly prohibited in all of our buildings and premises - this includes your bedroom and common areas.

Designated smoking areas include: Front of the Treehouse, Sycamore Park Smoking Shelter, and Willow Walk Smoking Area (outside of WW common room).

If you are found smoking anywhere in Queen's Accommodation except the designated smoking areas, you may face disciplinary action which may include a fine of up to £150 and a written warning.

If you are affected by smoking in any buildings outside of designated smoking areas please contact us immediately and we will investigate. All reports are treated confidentially.

NEVER COVER YOUR SMOKE ALARM

Social Media

Queen's Accommodation is across social media and we encourage you to get involved to build a community, and remember to tag us in your posts.

Social media is a great way to stay in touch with friends and family, but it can be used to cause offence and embarrassment.








What you post on social media is publicly available and could harm your personal safety, studies or future career. If you post content which causes harm or distress to others you will be subject to disciplinary action by the University.

For more information please read [Queen's University Equality and Diversity policy](#) and our [Student Anti-Bullying and Harassment policy](#).

Neighbours

Living with others in university accommodation brings with it a responsibility to treat others as you would like to be treated. Be mindful of your flatmates when socialising and taking part in recreational activities within your residence. Please return to your room as quietly as possible when coming home late at night. Keep noise to a level that does not interfere with the study, sleep, and comfort of other students and local residents.

Common causes of tension include:

-  Loud noises, including late night calls, and playing music after 11pm.
-  Constantly having friends over to your communal areas without asking your flatmates.
-  Leaving dirty dishes, food or rubbish lying around.
-  Banging doors.
-  Television volume.
-  Taking the food or belongings of other students.
-  Insensitive messages on noticeboards.

Drugs/Alcohol

If you are having problems with drug or alcohol abuse, or have encountered friends who may have an issue with drugs or alcohol abuse please seek support from the Residential Life Team, University Health Centre, your doctor, Student Union Officers, and Student Wellbeing.

For more information click [HERE](#).

Gambling

Compulsive gambling is a recognised illness. If you or someone you know is affected by this addiction you can speak to Gam Anon for help.

For more information click [HERE](#).

Vandalism/Damage

If you are found responsible for any damage, accidental or deliberate, which is not reasonable wear and tear - you will be liable for paying the costs for repairing the damage.



Customer Relations

If it's important to you then it's important to us. We use your feedback to evaluate our current policies, customer service, and identify areas of improvement. We want to ensure your time in Queen's Accommodation is the best experience possible.

We encourage feedback via online surveys, your Residential Assistant, by speaking with any staff member, or emailing our Customer Relations Officer.

✉ accommodationfeedback@qub.ac.uk

You can see all our policies and manuals [HERE](#)



Allocations

The Allocations Team can be contacted for any queries you may have in relation to your contract or accommodation.

✉ allocations@qub.ac.uk

☎ 028 9097 4403

[Link to full Conditions of Occupancy.](#)

Maps and Travel



78 Malone Road
Elms Village
Belfast
BT9 5BW

T: +44 (0) 28 9097 4525
E: accommodation@qub.ac.uk
www.qub.ac.uk/accommodation

Elms BT9

Elms Village
Queens Elms, 78 Malone Rd, Belfast BT9 5BW
4.3 ★★★★★ 246 reviews
[View larger map](#)

TRAVEL TIMES

📍 Queen's Lanyon Building 15 mins (0.9 mile)	📍 McClay Library 20 mins (1 mile)	📍 Computer Science Building 12mins (0.6 mile)
📍 Queen's MBC 22 mins (1.1 miles)	📍 Riddel Hall 21 mins (1 mile)	📍 Queen's Sport (PEC) 19mins (1 mile)
📍 Royal Victoria Hospital 43mins (2.1 miles)	📍 Belfast City Centre 36mins (1.8 miles)	📍 Closest Supermarket - Tesco, Spar 6mins (0.3 miles)
📍 Great Victoria Street Train / Bus Station 30mins (1.5 miles)		