



**QUEEN'S  
UNIVERSITY  
BELFAST**

**QUEEN'S  
ACCOMMODATION**



**105-107 University Street**

# WELCOME TO QUEEN'S ACCOMMODATION

We are delighted to welcome you as a new resident, we sincerely hope that you find your new home comfortable and enjoyable.

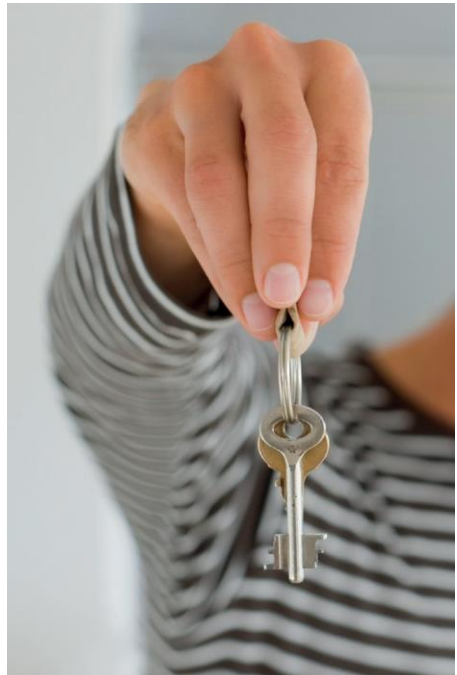
The following information is to assist you with caring for your home and hopefully answer the most common questions you will have while staying in Queen's Accommodation.

Please take a moment to read through the booklet, it will give you all the basic information you will need to get started and settled into your new home. If after looking through it, you still have some questions, please call the Accommodation Team on 028 9097 4525 or email [accommodation@qub.ac.uk](mailto:accommodation@qub.ac.uk) and a member of the team will be happy to answer any questions and help you in any way we can.

Queen's Accommodation is committed to providing a friendly and helpful service to all our tenants and the team is committed to meeting your needs. Please note that 105-107 University Street is strictly no smoking/vaping inside the building. Staff are always on hand to answer any questions or queries that you have.

To collect the keys of your new home please come to Elms Treehouse Reception (78 Malone Road, Belfast, BT9 5BW) on the day your contract is due to start. The team will provide you keys and have any other information you require.

To contact us please email [accommodation@qub.ac.uk](mailto:accommodation@qub.ac.uk) or telephone **028 90 974525**



# ESSENTIAL INFORMATION

## Electricity Supply

NIE supply electricity to the apartment, the apartment is setup with a pay as you go meter. This is a common way to pay for electricity you use at home and our pay as you go electricity plan is among the cheapest in NI.

The electricity meter will be located either in a cupboard in your hallway or living/dining area.

## Gas Supply

The heating in the apartment is gas powered. Heating is achieved with the use of an internal gas boiler.

There is a pay-as-you-go meter (which is numbered as per your apartment number) located outside your property (to the left hand side of the front door if you are looking directly at the front door from the street). You are responsible for controlling your own gas usage and ensuring there is sufficient credit on the meter. Hot water is instant, there should be no need to touch the gas boiler. A carbon monoxide detector is located in your kitchen for your health and safety.

## Alterations, Repairs and Decoration

Tenants are prohibited from undertaking any works to alter the structure of the apartment, including the hanging of paintings/ photographs.

If you wish to hang paintings / photographs, please contact us and we will arrange for this work to be completed.

## Pets

Under the terms of the tenancy agreement, pets are not permitted in any circumstances.

## Noise

Tenants are required to take all reasonable precautions to avoid noise nuisance to neighbours.

When entertaining, please ensure that your guests enter and leave the building with the minimum of disturbance.

## Cleanliness

Tenants should always keep the property clean and tidy during their stay. It is your responsibility to keep the property to the same standards it was received.

## Maintenance

Residents should report all repairs by logging onto the online maintenance system via the Accommodation website ([www.qub.ac.uk/accommodation](http://www.qub.ac.uk/accommodation)) using their student ID. If for any reason residents need any help completing a maintenance request, they can contact the Maintenance Helpdesk by emailing [maintenance@qub.ac.uk](mailto:maintenance@qub.ac.uk) or by phoning 028 90 974419 (Monday to Friday 9am to 5pm). Outside these times, please contact Elms BT9 reception on 028 90 974525.



### **Maintenance Checks**

Mandatory inspections will be carried out by our Facilities Team to monitor cleanliness and general wear and tear in the properties. This will also give you the opportunity to raise any maintenance issues or concerns.

You will be notified in advance of when these will take place, if the time or date is unsuitable we will endeavour to provide an alternative.

### **Locking your door**

The front door to the building is opened with a key and will close and lock behind you once you enter/leave the building. Your apartment can be opened and locked with the key provided.

# FIRE SAFETY FOR RESIDENTS

**IF THERE IS A FIRE IN THE BUILDING YOU MUST EVACUATE IMMEDIATELY**

**TAKE TIME TO THINK OF YOUR ESCAPE ROUTE IN THE EVENT OF HAVING TO EVACUATE IN AN EMERGENCY**



## **AT ALL TIMES**

- Make sure that the domestic smoke alarms in your home are working by pressing the test button weekly.
- Do not store anything in your hall/ corridor or communal circulation routes, especially anything that will burn easily, or could be a tripping hazard or an obstruction.
- Do not store things in the cupboard where your electricity meter is fitted.
- Do not obstruct access to the building, especially the stairs and landings.
- Do not leave food cooking unattended.

LPG naked flame or exposed element heaters such as radiant bar or fan heaters should never be used.

If heaters are required in emergencies, staff must ensure:

- Items are not placed directly on top of or close to the heaters;
- Heaters are not switched on for long periods if the room is unoccupied;
- Heaters are not left on overnight.



## **IF A FIRE BREAKS OUT IN YOUR HOME**

If you are in the room where the fire starts, leave immediately, close the door behind you to avoid fire spreading.

- Do not attempt to put the fire out, unless you are trained in the use of firefighting equipment and you are confident one piece of equipment is sufficient to extinguish the fire.
- Raise the fire alarm by pressing the nearest red manual call point (located within the communal hallways).
- Walk to the nearest exit of the building – front door or rear door to waste management area.
- Do not use the lift (unless it is a designated evacuation lift).
- Go to the assembly point located on the pavement outside the property.
- **CALL THE FIRE SERVICE – See below**
- **CALL QUB Security - on 028 9097 2222**

## **CALLING THE FIRE SERVICE**

The Fire Service should always be called to a fire, even if it only seems to be a small fire, this should be done immediately. Even if you are not sure, still call the Fire Service (this is a free service).

### **The way to call the Fire Service is by telephone as follows:**

- 1 Dial **999** from a land line or **112** from a mobile phone
- 2 When the operator answers give the telephone number you are calling from and ask for **FIRE**
- 3 When the Fire Service reply tell them clearly the address where the fire is.

**Do not end the call until the Fire Service have repeated the address to you and you are sure they have got it right. They cannot help you if they do not have the full address.**

## **WASTE MANAGEMENT**

All waste should be removed from your apartment and placed in the large bins at the rear of the property. This area can be accessed from the door at the rear of the staircase on the ground floor and placed in the bins provided.

Please note that this area is NOT a smoking area and the door must be kept closed at all times.

## **WASHING MACHINE**

A washing machine is provided in each apartment and is located in a cupboard in the hallway.

## **INTERCOM**

An intercom is provided in each apartment, which enables you to communicate with any callers / visitors. You can also allow your visitor access to the building using this facility.

# HEATING AND HOT WATER IN 105/107 UNIVERSITY STREET

The central heating and hot water within your apartment is supplied by an independent gas boiler located within your apartment.

## Hot Water

Hot water is supplied instantaneously through your gas boiler there is no need to touch or alter your heating time clock in anyway. By simply turning on any hot water tap within your apartment you will be supplied with hot water at any time of the day or night.

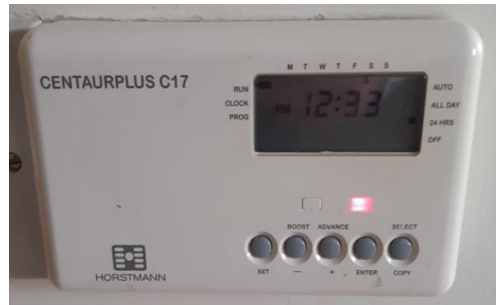
## Central heating (Radiators)

Your central heating is controlled through a time clock located within your kitchen/ living area which allows you to control the times the gas boiler will supply heat to your radiators. It is then monitored through a thermostat located in your apartment which controls the overall temperature the apartment will heat to.



We recommend for energy efficiency that the stat is never turned up higher than 21 Degrees.

Within your apartments heating time clock there are 4 selectable function modes that allow you to control your heating.



It would be our recommendation that you primarily use the “AUTO” and “OFF” select functions to ensure optimum energy efficiency. By simply pressing the “SELECT” button on the bottom right hand side of the time clock you are able to select which mode you require.

- Auto – Time clock follows all programmed ‘ON’ and ‘OFF’ times. (Pre-set before arrival to come on and off at 7am – 9am and 7pm – 10pm)
- All day – Time clock operates from 1st ‘ON’ time until 3rd ‘OFF’, ignoring all switching times in between.



- 24hrs – Time clock will be constantly 'ON'.
- Off – Time clock will be constantly 'OFF'.

Finally in addition to the 4 selectable functions on your time clock there is the "BOOST" function this function allows you to turn your heating on for 1 hour at a time when within the "AUTO" and "OFF" modes to boost the temperature within your apartment when needed. The button for this mode is located at the button of your time clock second one in from the left hand side.

## HOW DO I TOP UP MY PAY AS YOU GO (PAYG) ELECTRIC METER?

You can buy a top up through the following:

You can buy credit for your PAYG meters at Pay Point outlets. In the Greater Belfast area there are over 350 Pay Point outlets where you can purchase gas and electric credit (usually at petrol stations, convenience stores, supermarkets and newsagents).

You can also top up your electric online with the relevant supplier – this will normally be SSE or PowerNI. The web address will be on your electric meter card.

## HOW TO APPLY CREDIT TO THE METERS

It is important to be familiar with the information on your PAYG meter. You can see how much credit you last put into the meter and the amount of credit you have remaining before emergency credit will be offered.

**ELECTRIC CARD** - when you top up the card, you will receive a receipt. On the receipt there is a long number (power code). This number needs to be typed into the meter. The money will be transferred to the meter. There is more information on the keypad.



# USING YOUR KEYPAD

## A GUIDE TO USING YOUR 'PAY AS YOU GO' POWER NI KEYPAD



### Topping up is as easy as 1, 2, 3

Each time you top-up you will be given a powercode (usually a 20-digit number)

#### Step 1

Press the **[x]** button once on the Keypad. The message Key Code will be displayed.

#### Step 2

Key in all digits of your powercode. Take your time. If you enter a wrong digit, simply press the **[x]** button to go back.

#### Step 3

Once all 20-digits are entered press the **[#]** button. The message Sending will be displayed. After a few seconds one of the following messages will be displayed:

**Accepted** - you will hear a 'happy' tone. The top-up amount will appear, followed by 'Account' and the total credit on the meter - see note on arrears overleaf.

**Rejected** - you will hear a 'sad' tone followed by one of the fault messages below. If this happens wait until the fault message clears and start again from Step 1.

**Duplicate** - you have entered this powercode before and cannot use it again.

**Incorrect** - the powercode has been keyed incorrectly or is for another property.

**Error** - you have missed a number or entered the powercode too slowly.

**Kblock** - the powercode has been entered incorrectly five times in a row.

**Wrong Tar** - the price of electricity has changed and you must enter the special 40-digit powercode - see note on price changes overleaf.

**CreditHI** - you have too much credit on your meter. Wait a few days and try again.

### Making the most of your Keypad

- [x]** Press this before entering powercodes
- [#]** Press this after entering powercodes
- [#]** Press this to see the amount of credit left
- 1** Credit time left in days
- 2** Cost of previous day's, week's, month's use
- 3** Unit rates and number of units used
- 4** The last five powercodes entered
- 5** Total money entered into meter
- 6** Electricity being used presently in kilowatts  
*Pressing 6 lets you see exactly how much electricity you are using right now. By switching appliances on and off, you can see how the amount of energy being used changes.*
- 7** Standing charge repayment rates per day if applicable
- 8** Highest consumption in any half-hour in last 24hrs and when it occurred
- 9** Total units used
- 0** Display test, time and date

### For Economy 7 Keypads

**Button 3** - Unit rates DL (domestic), CH (central heating) and HW (hot water).

Also standing charge rate per day.

**Button 7** - Central heating indicator

**Button 8** - Hot water indicator

# FREQUENTLY ASKED QUESTIONS ABOUT ACCOMMODATION

## Customer Care

If it is important to you, then it is important to us. We use your feedback to evaluate our current policies, customer service and identify areas for improvement. We want to ensure that your time in Queen's Accommodation is the best possible experience that it can be and we will regularly ask for feedback via online surveys, and where possible we will implement changes. We also encourage feedback through:

- Any member of staff
- Facebook
- Talking to Kathryn, our Customer Relations Officer in Elms BT9 –  
[k.briggs@qub.ac.uk](mailto:k.briggs@qub.ac.uk) or  
[accommodationfeedback@qub.ac.uk](mailto:accommodationfeedback@qub.ac.uk)

## 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 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 you select to pay your fees by direct debit, you will need to set up a UK bank

account and ensure that it allows direct debits i.e. a student account. A proof of residency letter can be provided by your reception staff. For more information on your fees please email:  
[residentialfees@qub.ac.uk](mailto:residentialfees@qub.ac.uk)

## Safety Team

Students living outside Elms BT9 can contact Queen's Security on 028 9097 5099. The objective of the Safety Team is to provide a safe, secure and supportive environment to all students, staff and visitors. In the case of an emergency where there is an imminent and serious danger to people or property, then the appropriate emergency services should be called. To do this call Security by dialing the external emergency line on 028 9097 2222 or 999 to contact Police, Fire, and Ambulance services.

## Health and Support

If you require medical help, please contact reception at any time where our staff will assist you. We recommend that you register with a doctor as soon as possible after your arrival in Belfast. Many students choose to register with the University Health Centre. If you are taken to hospital through injury or illness, it is

important to let the team know at reception, who will also inform your School. The University has a responsibility for the welfare of its students, staff and visitors and as such any accident you may have, however small, must be reported to reception. Students have a legal responsibility to take reasonable care for their own safety and that of others.

University Health Centre – Elmwood  
Manse – 7 University Terrace – 028 90  
664634

Closest Accident and Emergency to  
Queen’s University – Royal Victoria  
Hospital, 274 Grosvenor Road –  
Emergency Department call 028 90  
240503.

### **Your Wellbeing**

We understand that living away from home, whether it be for the first time or not, can sometimes be lonely or difficult. For that reason, we host various wellbeing events throughout the year. Your happiness is important to us and our friendly staff will do everything we can to make you feel welcome and safe in your accommodation. If, for some reason, you do not, please contact us either by email, phone, or at reception. Everything you say will be kept confidential.

### **Social Media**

Social media is a great way of staying in touch with friends and family, but it can also be used to cause offence or embarrassment. Remember:

- 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 offence or distress to others you will be subject to disciplinary action by the University.

Visit our website to read about Queen’s University Equality and Diversity and our Student Anti-bullying and Harassment Policy.

### **Neighbours**

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 flat mates whilst you are socializing and taking part in recreational activities within your residence. 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 and neighbours.

Here are some common causes of tension in accommodation:

- Loud noises and playing music after 11pm.
- Having friends/family constantly visiting your apartment.
- Leaving dirty dishes, food or rubbish lying around.
- Banging doors.
- High volume on television.

### **Electrical safety**

You must ensure all your electrical items are safe and in good working order. This is particularly important if the equipment does not originate from the UK. The maintenance team will offer free electrical safety testing of all your equipment during semester one.

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 E-Cigarettes**

Queen's Accommodation enforces a no smoking policy and non-vaping policy. Smoking and the use of e-cigarettes is strictly prohibited in all of our buildings and premises. This includes your bedroom and common areas. If you are found smoking/vaping anywhere in Queen's Accommodation except the designated smoking areas, you may face disciplinary action which may result in a minimum fine of £50 and a written warning.

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.

### **Drugs/Alcohol**

If you are having problems with drugs or alcohol abuse, or have encountered friends who you feel may have an issue with drugs or alcohol abuse, please seek support from the Residential Life team, University Health Centre, your doctor, Students' Union Student Officers and Student Counselling Service.

### **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 [www.gamanon.org.uk](http://www.gamanon.org.uk)

### **Vandalism/Damage**

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



## **Legionella**

To prevent the risk of Legionella, it is important to run fresh water through shower and taps at least once a week.



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