

Conditions of Occupancy for Accommodation at Queen's University Belfast

Introduction

Our aim is to provide a fun, enjoyable and safe place to live during your time at University or further education. In order for you to enjoy living in your accommodation to the full we must all work together to ensure the correct work/life balance is achieved. It is important that you read and familiarise yourself with the details below which are the 'Conditions of Occupancy' which are part of your residential contract at Queen's, in particular the guidelines referring to smoking.

Contents of Conditions of Occupancy

The Conditions of Occupancy includes the following information:-

- 1. What you can expect from us**
An A-Z of the services we provide

- 2. What we expect from you while living in Queen's accommodation**
 - a) Accommodation
 - b) Communal Living
 - c) Health & Safety
 - d) Fine Print

- 3. What we can do together**
Communication & Feedback

We know that you will have a lot of information to read as you embark on your new life at University. We will provide you with a guide to Living in Accommodation booklet when you check in which will detail information provided in the Conditions of Occupancy and highlight the Do's and Don'ts of living in Queen's accommodation.

We hope you enjoy your stay with us.



1. WHAT YOU CAN EXPECT FROM US (A-Z)

- **Assistance & support**

Elms Reception is open 24 hours/7 days per week except through Christmas week when we operate from 8-00am - 8-00pm daily. We operate a security service 24 hours per day all year.

- **Carecall**

If you are experiencing problems that are affecting your life at University, a confidential counselling service is available. For further information please see <http://www.qub.ac.uk/directorates/sgc/counselling/AboutUs/>

- **Cleaning**

We will clean all communal areas once a week during core teaching periods, this may not be the same day every week (see 'Living in Accommodation' for more information and your kitchen notice board). If you would like your room cleaned by our housekeeping team this can be arranged for an additional charge. Please see 'Living in Accommodation' for further details.

- **Guest stays**

Friends are permitted to stay overnight (see section on Guest/Visitors sign-in).

- **Heating /lighting** – see 'Living in Accommodation' for winter and summer times.

- **Insurance**

All our buildings have insurance cover for damage arising as a result of fire, storm, flood and burst pipes only. Please note, we do not cover for accidental or malicious damage or theft caused by students or their guests.

- **Internet access**

A new internet service is provided by Ask 4 and their base package is included in the accommodation fee. It includes:-

- a dedicated 10Mb per second wired connection (this is a significant increase on current speeds)
- wireless in each student bedroom
- 'freeview' television channels on your computer
- internet telephony
- previous limitations which restricted online game playing will be removed in the new service
- students can also choose to upgrade their package at any time to gain enhanced features such as more bandwidth or additional television channels. More details about this exciting new service can be found on <http://portal.ask4.com/support/> or <http://onlinelifestyle.ask4.com/QUB/>

- **Laundry facilities**

Washer/dryers are located throughout accommodation locations and in the Treehouse (coin operated in some areas).

- **Maintenance**

Maintenance faults should be reported via Queen's online. A prompt and efficient service is carried out once the issue is reported to us. Response times are detailed in your copy of 'Living in Accommodation'. Please note that at peak times of the year, particularly at the start of semesters and immediately after holiday breaks, the demand for maintenance support can be greater and it may take longer to complete your request.

- **Post**

There is an official Post Office mail box for outgoing mail located at Elms Reception. Your incoming mail is sorted and available for collection at Elms Village Reception and at designated points in Queen's Houses.

- **Recycling bins**

There are recycle bags in your kitchen and recycling facilities are available in all University accommodation locations. Facilities include bottle banks for recycling glass bottles and jars and bins for cardboard, tins, paper and plastic. Recycle banks (located outside the Treehouse) for clothing, shoes, books and DVDs are available for student use throughout the year.

- **Social activities**

There is a published programme of regular entertainment in the Treehouse and organised trips which normally take place at weekends and during holiday periods. Updates are posted on our Facebook page and all trips are subject to sufficient demand (see your Residential Assistant for more details throughout the year).

- **Support Team**

Our Residential Life Coordinators and student Resident Life Assistants are available to speak to you at any time about any issues you may be having whilst living in Queen's accommodation. Check your kitchen notice board for details or contact Elms Reception.

- **The Lounge**

For your club/society to meet in the Treehouse, contact the Residential Life Coordinators at the Treehouse Reception to arrange bookings.

- **TV Licence**

Our TV licence covers the TV in the kitchen/common room, you will need your own TV licence if you have a TV in your room or use your computer to watch TV.

- **Welcome Meeting**

To help you settle into your accommodation at the beginning of the year, we ask all residents to attend an induction meeting.

For purposes of student safety and Health and Safety matters the Accommodation and Hospitality management reserve the right to enter a student's room without their permission under such exceptional circumstances; for example, a fire, a serious electrical fault, a flood or other emergency.

For more information on the above and other facilities please see our booklet 'Living in Accommodation'.

2. WHAT WE EXPECT FROM YOU WHILE LIVING IN QUEEN'S ACCOMMODATION

By accepting your accommodation contract you are agreeing to abide by the Conditions of Occupancy outlined in this document.

We will expect you to remain in your residence for the full term as agreed in your contract.

(a) Accommodation

Bedroom

We would ask you not to change, or alter the decor of your bedroom. Feel free to fix pictures and posters on the pin board but nowhere else in your room. Please do not bring any animals, fish, birds or reptiles onto the premises (guide dogs are allowed by prior arrangement). Room heaters are not permitted to be used and will be removed because these appliances will exceed the wattage limit of our electrical circuit and the system will trip-out. More information on using electrical appliances in your room is available in the 'Living in Accommodation' booklet. On departure, you must leave your room as you found it on arrival or you may be charged a £25 cleaning fee.

Door locks

All front doors, corridor doors and bedrooms at Elms Village and Grant House are accessed with a key card. This computerised key system provides the Facilities team with your name, where you are staying, your arrival and departure date and the number of times your key card has been made. Your card will only give you access to your bedroom door, the front door and the corridor door of the apartment you are living in.

The system allows us to track all door openings in all apartments and provide added security for you. Please see the information sticker on the back of your bedroom door for operational information.

In Queen's houses there are separate keys for the front doors and bedroom doors. Your keys will only give you access to your bedroom door and the front door of the building in which you are staying. Keys must not be duplicated or loaned to anyone else. If you lose your keys to your apartment or bedroom you will be charged a fee of £5.00 per key for a replacement (obtained from Elms reception).

Room Inspections

Inspections will be carried out by housekeeping staff throughout the residential year to assess the condition of your room and communal areas. Random inspections will also be undertaken to ensure compliance with health & safety policies. Inspections will be carried out after 10am in the morning and you will be notified 48 hours in advance of the date of the inspection of your block.

Car Parking

Due to the traffic congestion and parking restrictions around Queen's, the University asks students not to bring cars to Belfast. A limited number of car parking spaces are available at Elms Village, so if the use of a car is essential, you should apply for a car parking permit.

The cost for the car parking permit should be paid at check-in. Successful applicants will be provided with a parking permit and will be allocated a designated car parking space on the Elms Village site. Students registered with a disability will be given priority parking at Elms Village and no fee is charged – please ask for further information on arrival regarding parking in other University owned car parks.

If you are unsuccessful in a request for an onsite parking permit you can register your car at the beginning of term and use the Pay Per Use Car Parking at Elms Village. The rate is 50p per day, £2.50 Mon-Fri and £3.50 per week. More details about this can be found on our website.

Please note that students should not park in residential areas around Elms Village, due to traffic congestion and out of consideration to your neighbours.

Motorbikes

You do not require a parking permit for a motorbike however please complete a form at Reception detailing your registration number for security purposes. You can park your motorbike anywhere on the site where there is a suitable space which is not obstructing access.

Bicycles

We would encourage you to bring a bicycle to University and we provide secure bicycle stands and covered bicycle stands. A security code for the secure bicycle stands will be available at Elms Village Reception. You must keep your bicycle outside at all times and please remember to lock it securely with a device. If you bring your bike inside any of the blocks it will be removed for safety reasons as it could cause a tripping hazard or an obstruction in an emergency evacuation (in this circumstance the lock, if one is fitted, will be cut).

Visitors Car Parking

If you or your guests need to collect or deliver heavy items to or from your room, you will be allowed access onto the Elms Village site for 30 minutes, if you need more time for this please let us know. After 30 minutes, please ensure you park in the car park. All guest cars must be registered at Elms Village Reception and parking slips displayed at all times. Failure to do so may result in the vehicle being clamped. Please note that parking for visitors is limited and is subject to availability.

(b) Communal Living

Noise

It is important to remember you are living with other people, so we ask you at all times to have respect for other residents in your block and surrounding buildings.

Please keep noise to a minimum between the hours of 11.00pm – 8.00am in order to allow other residents to sleep. Please keep bedroom / kitchen windows closed in the evening and at night to prevent noise travelling to other accommodation blocks/houses and beyond to adjacent residential streets. Any excessive noise caused by you or coming from your house/apartment will be noted and should there be more than 3 noise complaints logged, disciplinary action may be taken.

Damages

We accept that there will be wear and tear throughout the residential year. Any damage caused to furniture or fixtures and fittings, over and above general wear and tear, will be charged to the student(s) responsible. Damages should be reported immediately to the Facilities Team based in the Treehouse Reception.

Kitchens

Keeping kitchens tidy and dishes and appliances clean is the responsibility of the resident students. Housekeeping staff clean communal areas weekly during core teaching periods. Residents living at the Elms Village are responsible for removing rubbish bags to the front door before 12noon Monday to Friday for collection. At weekends rubbish bags must be taken to the bin stores located around the site.

Recycling should be taken to the recycling points located on-site. Residents living in off-site properties are responsible for removing their waste and recycling to the bins provided outside the property.

More information about this can be found on your kitchen notice board or from your Resident Life Assistant at your accommodation induction meetings. If kitchens/living areas/common rooms are not cleaned prior to departure an additional charge of £25 per person will be incurred.

Smoking

In line with current legislation the University enforces a no smoking policy throughout all its buildings and premises, including your bedroom, common room and outside buildings. There are two designated smoking areas in Elms Village which are located at the front and the rear of the Treehouse where a shelter and bins are provided. Students living in Queen's houses should not smoke outside the building but move to the public roadway. If you are caught smoking inside or standing outside your building you will be subject to disciplinary action.

Alcohol

If you choose to consume alcohol, we expect you to do so in a responsible way and to be mindful of other students' wishes and our neighbours. Consumption of alcohol is not permitted in accommodation which is designated as 'no alcohol'; if you fail to observe this rule then disciplinary action will result. Accommodation & Hospitality advise you to be mindful that alcohol consumption should be within sensible and medically recommended levels. See www.drinkaware.co.uk or <http://www.knowyourlimits.info/AboutAlcohol.aspx>

Drugs

It is a criminal offence to possess, consume and/or deal in drugs. Any action which breaches any drugs-related legislation will be regarded as a serious disciplinary matter and will be dealt with accordingly.

Gambling

Compulsive gambling is recognised as an emotional illness. If you or someone you know are affected by gambling, Gam-Anon can help. For further information see <http://www.gamanon.org.uk/> or www.gambleaware.co.uk

Inappropriate Items

We reserve the right to remove any items that may cause risk or interfere with the safety and wellbeing of others. For example, catapults, paintball/pellet/water guns and fireworks.

Students living within University accommodation come from a wide international variety of beliefs, religions and values and in accordance with the University Equality & Diversity Policy we do not allow anyone to display any national flags / emblems / or political slogans that may cause offence.

Personal Insurance

Your residential fee does not include insurance. You are responsible for obtaining contents insurance for the personal items in your room and common room. Your car, motorbike or bicycle must also be insured.

Guests/Visitors

We recognise that students will have friends/guests to stay with them on occasions, however, HMO (House of Multiple Occupancy) and Health and Safety regulations requires that you advise us of the dates that your guest is staying so that people can be accounted for.

- You are permitted to sign in a guest for a total of 30 nights in the accommodation year and we can be flexible on the number of nights a guest can stay.
- We also provide guest rooms at Elms Village which can be booked in advance and paid for at reception. These rooms are subject to availability.
- Guests **must** be 18 years of age or over.
- At certain times there are restrictions on the number of guests for health and safety reasons; these peak times will be communicated to you in advance by the accommodation staff e.g. the period around Halloween and St Patrick's Day.
- You must book-in a guest online by 9pm on the day of arrival, however your guest can arrive after 9pm.
- You must accompany your guest at all times. Your guest must be with you in order to gain access to the accommodation.
- If for any reason your guest makes a disturbance, then security staff or any other member of staff has the authority to ask them to leave the premises immediately.
- Anti-social behaviour or damage to property caused by your guest is your responsibility and may result in disciplinary action against you.

As well as signed-in guests, you are also responsible for the behaviour of any visitor or fellow resident student whom you allow access to your accommodation. block, floor or Queen's House. Further information can be found in the 'Living in Accommodation' booklet.

(c) Health & Safety

Attention to Health and Safety within accommodation is our main priority therefore we would ask you read the following important points:

- **Accidents**
The University has a responsibility for the health, safety and welfare of its students, staff and visitors and aims to provide a safe, healthy and high quality learning environment. Students living in University Accommodation must report all accidents however small to Elms Village reception. All students have a legal responsibility to take reasonable care for their own safety and that of others including guests and to comply with these guidelines.



□ **Electrical Circuit Restrictions**

If you intend to bring any electrical appliances to your accommodation please contact us to check their rating beforehand. The total wattage of all appliances being used in your room at any one time must not exceed the maximum of 1000 Watts. For example this may exclude some hair dryers and hair straighteners.

□ **Fire Safety**

You must not misuse the fire alarm system or misuse the fire equipment. Tampering with Fire Safety Equipment, e.g. covering a fire detector is a **criminal offence** and can lead to your expulsion from accommodation; should this occur you will continue to be liable for your accommodation fees for the duration of your contract. You may also face criminal charges which may affect your eligibility to practice depending on your chosen career.

□ **Fire Alarms**

The location of fire escapes, fire extinguishers and the alarm system are displayed in your bedroom, please familiarise yourself with these. We will conduct fire drills and weekly fire tests throughout the year. We would expect you to give us your full co-operation during all fire drills.

There may be "false alarms" at times however you must treat every alarm as an emergency and evacuate your apartment. We normally expect an apartment evacuation to take no longer than 3 minutes. Any resident who takes longer than this or who fails to evacuate the building may risk increasing injury to themselves or others. Failure to observe this, even in drills or false alarms, will result in disciplinary action

□ **Legionella**

Any student leaving their room for more than a week during term-time or during the summer if you have a 51 week contract should notify the Accommodation Team in person, via email to accommodation@qub.ac.uk or telephone 028 9097 4403. This is so as not to cause undue worry or concern. We also need to know this to allow our housekeeping staff to run fresh water through the shower and taps once a week whilst you are absent. This is to ensure that water hygiene is maintained throughout the building, and water remains fresh in your room. Please also advise the Accommodation Team of your return to accommodation.

(d) Fine print

Requesting release from your accommodation contract

The accommodation contract commits a student to stay in the University's residence for the duration of the contract. In all cases the student must contact the INTO Queen's Accommodation Officer if they wish to leave their accommodation and to complete an accommodation release form. All students are required to give one term's notice to leave their accommodation.

Disciplinary Action

We hope that you don't, but if you breach the Conditions of Occupancy or the University's Conduct Regulations this will be investigated and appropriate action taken in accordance with the University's General Conduct Regulations, these can be found on the Queen's website by clicking [here](#)

Lifestyle choices in accommodation

We now offer students lifestyle options living in accommodation, which are, no alcohol, single sex, and quiet living. If you either choose to live in one of these locations, or accept a room which is in one of these designated locations, you will be obliged to maintain the ethos of that accommodation. For example,

- Consumption of alcohol is not permitted in accommodation which is designated as 'no alcohol'; if you fail to observe this rule then disciplinary action will result.
- Members of the opposite sex are not permitted to be signed-in as a guest in single sex accommodation; if caught or a complaint is received then disciplinary action will result.
- Noise must be kept to a minimum at all times in the quiet living blocks

Data Protection

The information on your accommodation application form will be used to update your University records and will be held for up to 3 years after the end of your accommodation contract providing there are no outstanding account queries or issues. During this period the information may be made available to relevant University staff who reserve the right to pass the information on to a third party agency for the collection of outstanding debt. We will discuss and/or provide details of your residential fees account with your parent or guardian; if you do **NOT** wish us to discuss these details with your parent or guardian please inform us in writing.

3. WHAT WE CAN DO TOGETHER

Communicate

Email:

Accommodation and Hospitality Services will communicate with you regularly via your Queen's University email address. Please check this regularly. You can email us with any queries you may have to accommodation@qub.ac.uk or residentialfees@qub.ac.uk for any queries regarding your residential fee.

Facebook:

Join us on Facebook to keep up to date with all organised trips and events and to have your say by clicking on the following link [Facebook](#)

Feedback and Surveys

Your feedback is important; please tell us what we can do better. Email us at accommodation@qub.ac.uk.

At times through the year we will send out student surveys to ask about a number of different subjects and service performance. Your assistance by responding to these is very much appreciated; there is normally a valuable prize drawn from those who reply. We take action based on your responses and we will communicate these changes throughout the year.

Please ensure you check your emails regularly for information updates.