



**QUEEN'S
UNIVERSITY
BELFAST**

WILLOW WALK APARTMENT OPERATIONAL MANUAL



Welcome



Welcome to Willow Walk. We hope you enjoy your time here and you make amazing memories.

This guide will introduce you to your apartment and we have included all the information you will need to help you settle into your new home. It also tells you what to do should an emergency situation arise.

If you have any questions, please do not hesitate to ask us. We are here to ensure that you get the most out of your university experience.

Key Contacts

Reception

 elmsreception@qub.ac.uk

 028 9097 4525

Residential Life Team

 rlcbt9@qub.ac.uk


 028 9097 4479 / 4574


Residential Fees

 residentialfees@qub.ac.uk

 028 9097 5639 / 4407 / 4524

Maintenance

 maintenance@qub.ac.uk

 028 9097 4419

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 qub_accommodation

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 QueensAccommodation
Belfast

 queens-accommodation

Security

 028 9097 5099

Emergency

 028 9097 2222

Communal Spaces

Luggage Storage

If you wish to store luggage, there are individual storage cages located beside the bike store in Willow Walk.

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. You will need your student card to get access to the luggage storage.

Common Room

The common room in Willow Walk is a social / study space for Willow Walk residents only. You will need your student card to get access.

It is a no-alcohol lounge area where students can relax together, watch TV, meet socially or carry out group study. Facilities include an entertainment kitchen which can be booked in advance at the Treehouse reception and an outdoor seating area with festoon lighting.



Television

A television is provided in the living room and the licence fee is paid for by the University. Offered by the UK Freeview Service, your television has a mixture of local stations and news channels.

Please remember: you need a TV licence for your bedroom if you watch or record programmes as they're being shown on TV or live on an online TV service – on any device. You do not require a TV licence to watch Netflix or Amazon Prime.

Access Control Guide

Key Fob

This is your key fob. You will ONLY have access to:

- Your apartment
- Your bedroom



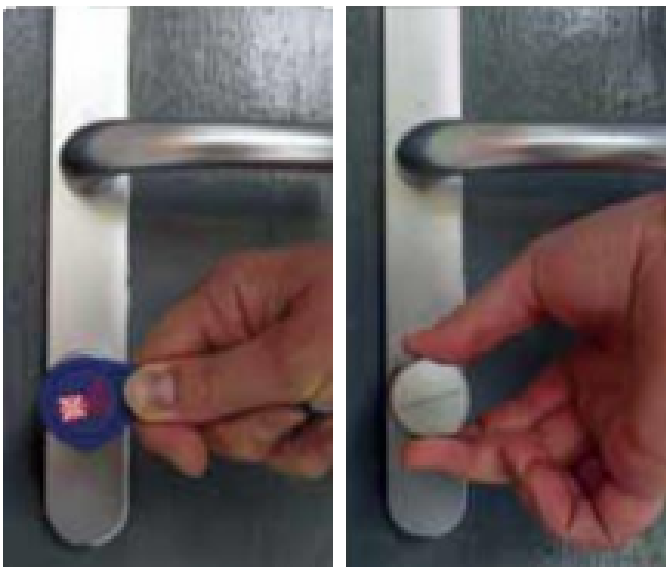
Apartment Front Door Access – To Open

- 1) Hold your fob over the cylinder at the bottom of the door handle
- 2) You will see a BLUE light flash and hear a beep
- 3) Turn the cylinder to the right if your handle is on the left-side of the door, or turn left if it is on the right-side of the door
- 4) Push the handle down, the door will now open

To open or lock your front door from the inside, please turn the cylinder until you hear a click.

To Lock

- 1) Once the door is closed, lift the handle up – you will hear the door lock
- 2) Hold the fob over the cylinder at the bottom of the handle. You will see a BLUE light flash and hear a beep
- 3) Turn the cylinder to the left if your handle is on the left-side of the door, or turn right if it is on the right-side of the door
- 4) The door will now be locked



If you have left your key fob in your room, or it is lost or faulty – report to Elms BT9 reception immediately.

Not sure about how your fob works? Ask at the Treehouse reception and a member of staff or your Residential Assistant will be happy to give you a demonstration of how your fob works.



To Open Bedroom

- 1) Hold here for a few seconds
- 2) BLUE light flash and beep – door unlocked
- 3) RED light flashing indicates that fob is not working or has been deactivated. Please contact reception for assistance.
- 4) The door will remain open until you lock it

To Lock Bedroom

- 1) Outside bedroom door hold here for a few seconds
- 2) BLUE light flash and beep – door locked
- 3) The door will always open from the inside, but will now be locked from the outside

Your Apartment

Fire escape windows

Fire escape windows (these are labelled) located on the ground floor and first floor level at the rear of the apartments can be opened partially in the same way as previously described. In an emergency you can fully open the fire escape windows to leave the apartment. To fully open, turn the handle up 180 degrees and pull the window towards you.

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

Operating the roller blinds

The cords to operate the blinds are found at either the right or left hand side of the window. Pull the cord down to lower the blind and then pull the cord up to raise it.

Light bulb replacement

If a light bulb fails, please complete an online maintenance request by scanning the QR code or going to our website www.qub.ac.uk/accommodation and

SCAN THE QR
CODE TO
COMPLETE AN
ONLINE
MAINTENANCE
REQUEST



Living with us - Repairs, Maintenance and Safety

Your Bedroom

To open your window: turn handle up and pull the window open.

To close your window: push window closed and turn the handle down.

For fresh air: open the ventilator strip at the top of the window. If moisture forms on your window, open the window and it will clear.

Keep the ventilation strip open if you have damp clothes or a damp towel in your room.

Heating

Hot Water

Your hot water is supplied on demand. There is no need to alter any settings on your boiler or controls. Simply turn on the hot tap or shower and hot water will be supplied.

If you require assistance in setting your heating or with hot water, please ask at Elms BT9 reception or log a request [HERE](#)

Central Heating

Central heating is controlled through your wall mounted thermostat, located within your apartment. Please see the user guide below.

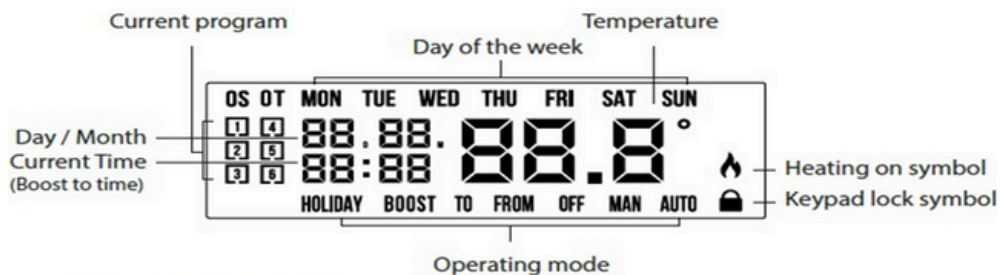
1. LCD Symbol/button description

CP4M Room Thermostat

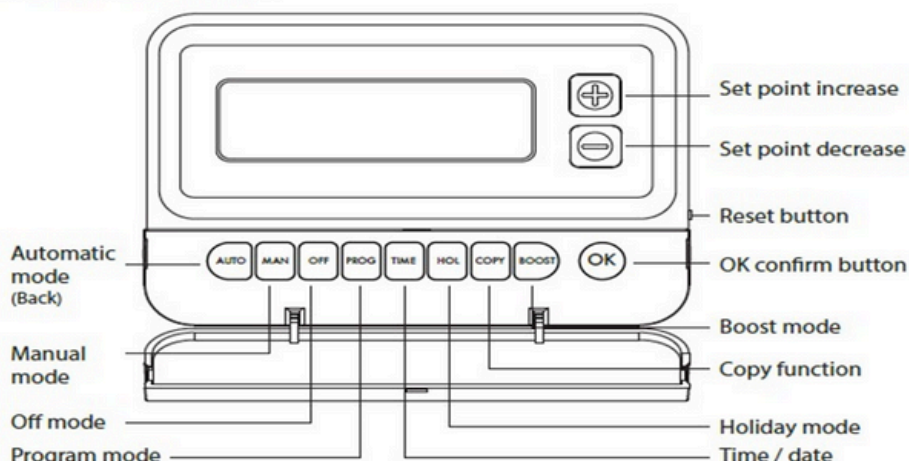
Hardwired Open Therm®



1.1 LCD Symbol description



1.2 Button description



Willow Walk Heating Controls

The CP4M Room Thermostat controls your apartment's heating through pre-set times and room temperatures. This ensures the most efficient use of your heating system and saves money on running costs.

2. Thermostat

The thermostat is set at 21 Degrees Centigrade. Should the temperature reach 21 degrees before the 'off' time, the heating will stop for a short period; it is designed to come on and off within the set times to maintain the apartment heat at 21 degrees.

3. Heating Times

The heating system has been programmed to come on and go off for set timings which suit the student day:-

Morning: From 7.00am to 9.00am Afternoon: From 4.30pm to 6.30pm

If you need more heating, there is a boost function which allows you at any point throughout the day to boost your apartment heating for 1 hour and up to 3 hours if required.

4. Boost Function

The thermostat can be boosted to a specific temperature for 1, 2 or 3 hours while the thermostat is operating in all modes except for holiday mode.

Press the 'BOOST' button 1, 2 or 3 times, the time that the boost will be activated to will flash on the screen.

If you do not press the 'OK' button the temperature will now flash. You can edit the temperature if you press the or buttons.

Press the 'OK' button or wait for 5 seconds to enter BOOST Mode. 'BOOST TO' will now be displayed on the screen with the time that it is activated to displayed above this text.

Press the 'BOOST' button again to deactivate the boost.

5. Switching Off Heating

At any point you wish to turn off your heating simply hit the "OFF" button on the controller.

Gas boiler

Each apartment is equipped with a boiler. Some are housed within a closet/cupboard either in the bathroom or kitchen.

Please note: you do not need to adjust settings on the boiler. If you have any issues with your boiler, please contact Maintenance on 028 9097 4419 Monday – Friday 9am to 5pm. Click [HERE](#) to log a request. Outside of these hours please contact Elms BT9 reception on 028 9097 4525.



The image shows two safety signs. The top sign is blue with a white exclamation mark icon and the text 'Gas Leak Action'. Below the title, it says 'Any person discovering a gas leak' and lists five steps: 1. Extinguish all naked flames, 2. Open all windows, 3. Call Elms BT9 reception on: 028 9097 4525, 4. Evacuate building immediately, and 5. Do not return to the building until you have been told it is safe to do so. The bottom sign is red with a white prohibition sign icon and contains the following instructions: 'Do not search with naked lights', 'Do not operate any electrical switch, light or appliance', and 'Do not turn gas back on until the escape has been repaired'.

Gas Leak Action
Any person discovering a gas leak

1. Extinguish all naked flames
2. Open all windows
3. Call Elms BT9 reception on: **028 9097 4525**
4. Evacuate building immediately
5. Do not return to the building until you have been told it is safe to do so

Do not search with naked lights
Do not operate any electrical switch, light or appliance
Do not turn gas back on until the escape has been repaired

Radiator

Please do not place anything over your radiator as this will cause damp to form on your bedroom walls.



Bathroom

The light switch for the bathroom is located on the wall outside of the bathroom.

Toilet flush

The toilet has two flush buttons located above it. The larger of the buttons is for a long flush and the smaller one is for a shorter flush. This is a water-saving device and we would ask residents to help us conserve water and use these appropriately.

Plug/stopper for sink

The plug/stopper for the sink is operated by pushing down on the metal disc. To release the plug simply push down on it again.

Hot water

Hot water is available by turning the tap to the hot (red) position. You may need to let the water run for one minute to get hot water.

The heating does not have to be turned on in order to get hot water.

Shower

To operate the shower, turn the lower knob towards you. To turn off, turn it away from you. To control the water temperature, press the red button on the upper knob and turn anticlockwise to increase the temperature and clockwise to decrease the temperature.

To prevent any blockages and to ensure proper drainage of your shower tray, please clear the shower drain on a regular basis.

To do this, remove the drain cover and the plug and remove any hairs, etc. before replacing this.

On the showerhead there is a sliding button which, when in the 'up' position, will stop water flowing through the showerhead. Ensure this is in the 'down' position for the water to flow through the showerhead.

Heated towel rail

There is a heated towel rail in your bathroom. To turn on and off, use the control at the bottom left hand side of the rail.

Waste Management Centre

Willow Walk residents must take all rubbish, food waste and recycling to their Waste Management Centre, located at the entrance to Willow Walk.

All Willow Walk residents have 24/7 access to the Waste Centre and should not leave rubbish outside.

Within the Centre you will find four different bins for you to place the following:

- 1) General waste
- 2) Recyclable items to include cardboard, paper and plastic bottles
- 3) Glass only
- 4) Food Waste

For information on what can and cannot be recycled, please see posters displayed in the Waste Management Centre or contact Reception.



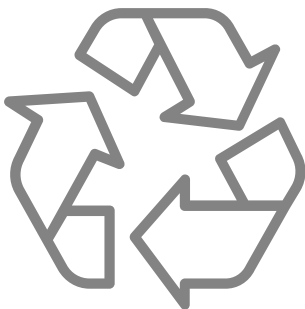
Recycling

Queen's University is committed to improving its environmental performance and fundamentally changing the way it works so that it becomes an environmentally sustainable low-carbon organisation.

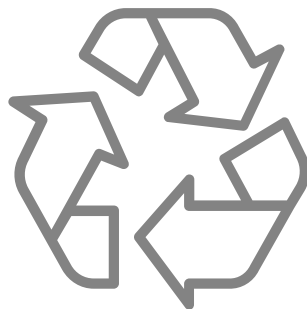
We encourage you to be aware of your responsibility to reduce energy usage, including water, and recycle where possible.

There is a rubbish/recycling unit that can be found in one of the lower cupboards in your kitchen. To access the unit, pull the front of it towards you. This unit can be used according to your own preferences; however, the larger section is recommended for general household waste, and non-recyclable items. The two smaller sections can be used separately for glass and cardboard/paper. There is a brown food waste caddy and green food waste bags to use in it. **Once this is full, please take to the Willow Walk waste centre, to recycle.**

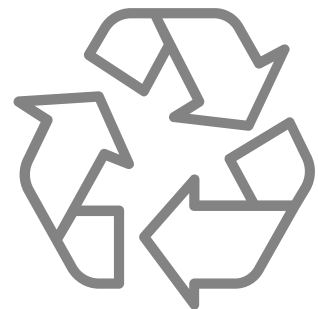
To maintain hygiene, it is recommended that you line each section of the unit with bin liners/rubbish bags.



Reduce



Reuse



Recycle

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 FROM:

£3.30

ONE DRY FROM:

£2.20

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.



Remove rubbish and recycle regularly.

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

Your Safety

Alarms and Detectors

Smoke detector in bedroom(s) and heat detector in the kitchen.



- ✓ These detectors are installed on the ceiling in each room.
- ✓ Each one should be tested on a weekly basis. To test your detector: press and hold the button marked 'Push' and 'Hold' to hear the alarm sound.
- ✓ Neither of these should be covered under any circumstances.

What to do if you discover a fire

If an alarm rings constantly, there is a potential emergency.

Never stop to collect belongings.

Check the temperature of door handles or doors. If they are hot, DO NOT open them, a fire may be on the other side of the door. Find an alternative escape route.

If possible keep doors/windows closed to stop the fire spreading after you have passed through them.

Call 028 9097 2222 or 028 9097 5099 – or report it to Elms BT9 reception immediately.

DO NOT re-enter the property until advised it is safe to do so by a member of the Northern Ireland Fire and Rescue Service.

All connected alarms will also sound

If the alarm is accidentally activated when cooking, press the Hush button to stop the alarm. Also, open your door to clear the smoke from the room.

If the alarm is faulty, it will make a beeping noise. You need to report the fault to maintenance@qub.ac.uk or on 028 9097 4419 Monday – Friday 9am to 5pm. Outside of these hours please contact Elms BT9 Treehouse reception on 0289097 4525.

NEVER COVER THE DETECTORS

It is a criminal offence to tamper with fire safety equipment in the UK and if discovered you will be disciplined under the University's Conduct Regulations and you will receive a written warning on your academic record and fine of up to £500. By covering the detector it cannot operate, therefore you place yourself and other students in danger.

Carbon Monoxide (CO) detector

Carbon Monoxide is an invisible, odourless gas which may result from a faulty boiler. The boilers have been inspected by qualified technicians; however, CO detectors have been fitted within apartments as a safety measure to alert you if there are unsafe levels of carbon monoxide.

This detector is wall mounted in the apartment. If you hear the following: four beeps, a pause, then four beeps DO NOT IGNORE IT. Please inform Elms BT9 Treehouse reception.

If there is a CONTINUOUS beeping noise, this indicates there is a carbon monoxide leak. You must leave your apartment immediately and inform Elms BT9 reception. DO NOT re-enter your apartment until you are told it is safe to do so.

If the battery is low you will hear one beep every 60 seconds and the code 'L6' will be indicated on the display. Please report this to Elms BT9 reception for a replacement battery to be fitted.

Low battery indicator

The Carbon Monoxide (CO) detector alarms are powered by a battery. If you hear the alarm make a noise continuously every 30-40 seconds at the same time as the LED flashes (and you have not just pressed the 'hush' button), it indicates the battery power is low.



You should report this to Elms BT9 reception as soon as possible and a replacement battery will be fitted.

Testing your Carbon Monoxide (CO) detector

You must test your CO alarm weekly. To test your CO alarm, press and hold the test/reset button and wait for the beeping to begin. To stop the beeping, press the test/reset button again. The CO alarm will take time to reset itself back to normal function.

If your CO alarm fails to test properly, or if its self-diagnostic test reveals a malfunction, immediately contact Elms BT9 Reception. This alarm will not monitor CO levels while malfunctioning.

Fire blanket

Your fire blanket, located in the kitchen, will be serviced once a year. If you are required to use your fire blanket, please inform a member of staff at Elms BT9 reception and we will ensure it is replaced

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

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).

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: playing music, late night calls or children's indoor/outdoor activities.
- 🏠 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.




You are expected to treat fellow students, University staff and visitors equally and respectfully regardless of gender, religion, community background, nationality, race/ethnic origin, disability, marital status, care of dependants, sexual orientation, or age.



Information for students with additional needs

Mobility-impaired residents – Accessible Apartments

For those ground floor apartments where the bedroom(s) have fire exit doors opening directly to the exterior of the building, please note the following:

-  The fire door will be operated by a door guard alarm unit located on the wall beside the door.
-  If the door is opened in error by the occupant (or if someone should attempt to enter the building via this door) the alarm will sound.
-  To stop the alarm sounding you must contact Elms BT9 reception on 028 9097 4525. A member of staff will come and reset the door alarm.

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



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](#)

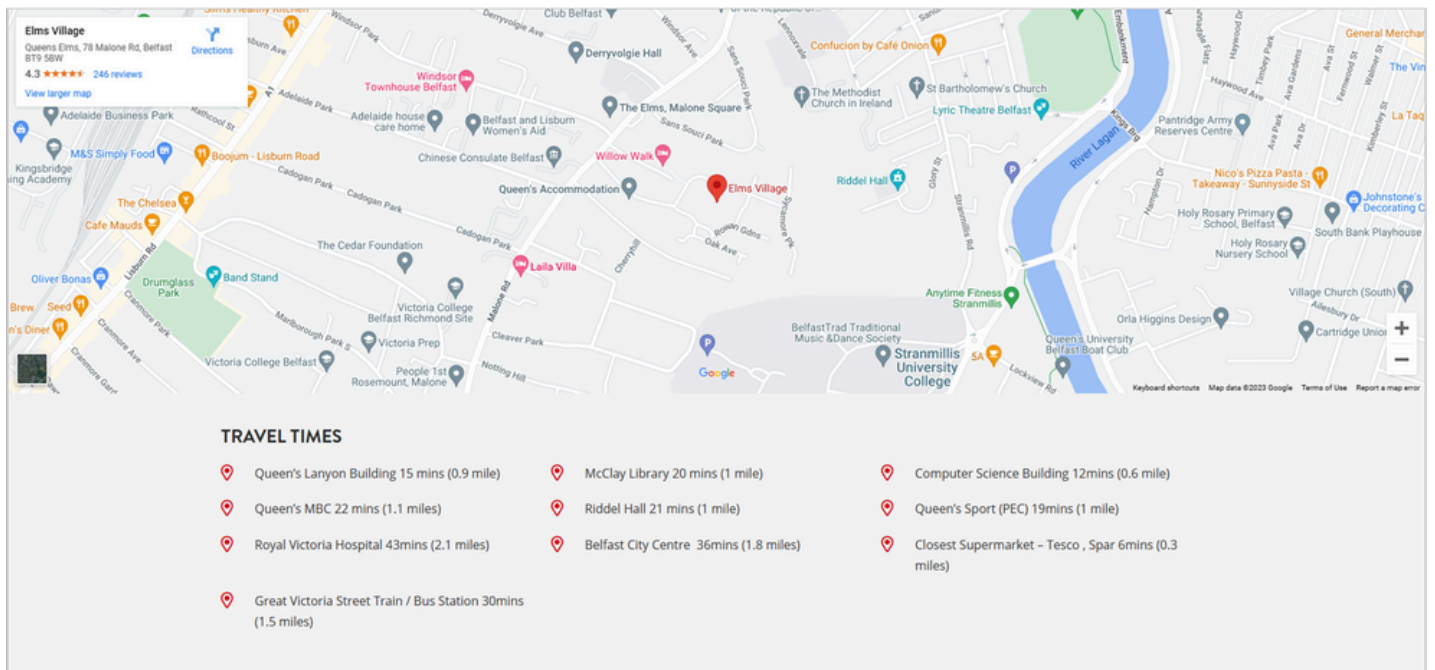
ELMS BT9

SITE MAP



- | | |
|---------------------------------|-----------------------|
| Student Parking | Staff/Visitor Parking |
| Covered Bicycle Shelter | BBQ |
| Waste Centre | Garden & Allotment |
| Secure Bicycle Storage | Basketball Court |
| Smoking Shelter | Luggage Storage |
| Electric Vehicle Charging Point | Belfast Bikes |
| Security | Holly Flat |
| Donation Station | Sycamore Garage |

Elms BT9



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E: accommodation@qub.ac.uk

www.qub.ac.uk/accommodation