

## **Queen's Accommodation Conditions of Occupancy 2025-26**

### **Introduction**

The Conditions of Occupancy are the terms and conditions which form your Accommodation Contract with Queen's University Belfast ("Queen's"), studying as a full-time Queen's student (or studying a Queen's validated foundation programme at Belfast Metropolitan College or the South West College). By accepting your accommodation contract, you are agreeing to abide by these Conditions of Occupancy.

It is important that you read and familiarise yourself with this information and Queen's **Living Student Handbook (available on the Queen's Accommodation website and on our digital magazine accessed via the QR code provided at check in)** which contains further details on living in Queen's Accommodation.

**PLEASE NOTE: You are receiving these conditions as it forms your accommodation contract with Queen's University. Sections 1-3 below are applicable if you are living in Queen's Accommodation. If your room offer is with a nominated accommodation provider, they will have their own accommodation house rules and you should ask them for a copy of these if not supplied prior to your arrival.**

### **1. OUR OBLIGATIONS**

We operate a safety and security service 24 hours per day all year. Elms BT1, BT2 and Elms BT9 receptions are open 7 days a week. During the university holidays, including Easter, Christmas and New Year holiday periods, opening times may vary. Reception opening hours will be posted locally.

We will inspect the condition of your room and communal areas during your stay to ensure compliance with health and safety policies. Routine inspections are carried out after 10.00am and you will be notified via email at least two (2) working days in advance.

We retain the right to enter your room without your permission under exceptional circumstances and where there is deemed to be a potential risk to student safety. Examples include a fire or suspected fire, a serious electrical fault, suspected misuse of fire or other safety equipment, suspected possession of an illegal substance, suspicion of smoking/vaping, a flood, a student health concern, or other emergency.

Your residential fees are inclusive of the following:

- Wi-Fi,
- Utilities (heating, hot water and electricity),
- Contents insurance,



- Weekly communal clean in Elms BT9 during core teaching periods,
- Cleaning of public areas only in Elms BT1 and Elms BT2,
- Complimentary use of the gym in Elms BT1, including off-peak membership with Queen's sport,
- Television licence for social spaces.

Laundry facilities are provided across all accommodation locations at an additional charge (further details regarding facilities, cost and fault reporting can be found in Queen's Living Student Handbook and are posted at each laundry facility).

We reserve the right to move you to alternative accommodation, with notice, at any time for operational reasons including but not limited to:

- Any alterations or building work being carried out at the accommodation.
- Your accommodation is deemed unfit for occupation.
- Where apartments are not fully occupied.

## **Privacy Notice**

We understand the importance of confidentiality and are committed to protecting your sensitive information. Queen's Accommodation will handle and process your data in accordance with GDPR and [Queen's Student Privacy Notice](#). Please refer to this notice for details about how and when we use your data.

All information we hold is treated with sensitivity, and we only share it with relevant University services as needed to provide appropriate support and ensure your safety and wellbeing. We may be legally obligated to share information in certain circumstances, particularly if there is a known or suspected risk of harm to yourself or others; we will inform you if this occurs.

Please be aware that body cameras may be used by security personnel during incident response for the purpose of documenting events, ensuring accountability, and promoting safety for all parties involved. Recordings will be handled in accordance with applicable data privacy regulations and used solely for legitimate security and investigative purposes.

If staying with a nominated accommodation partner, in line with Queen's Data Protection policy and [Student Privacy Notice](#), we have a data sharing agreement in place with specified nominations partners. This means the details which you submit to us in your application will be shared with them to create a student record on their booking system; by accepting your offer of accommodation, you are agreeing to this.

## **Third Party Consent**

Queen's typically enters into accommodation contracts with students who are 18 or older and therefore independent adults who are legally responsible for their own affairs. You



will be the sole contract holder for your accommodation, and all communication will be sent directly to you. We cannot discuss your accommodation or life in halls with anyone else, including parents, guardians, or friends, without your explicit consent.

However, due to the number of students who receive funding from their parents/guardian for their residential fees, we find it helpful at times to be able to discuss details of your residential fee account with them. To do this, we require your consent. You will be able to do this by signing into your online Accommodation account then going to the 'Method of Payment' section. This consent will be limited to residential fees and does not apply to other aspects of your application or accommodation. You can withdraw your consent at any time throughout the year.

### **Termination of Contract**

This accommodation contract is a fixed-term agreement and does not offer a break clause or notice period for early termination while you remain a registered student. You are responsible for the full residential fees for the duration of your contract.

Queen's may terminate this agreement and ask you to leave your accommodation if:

- Any payment is overdue by 28 days or more,
- You are no longer a registered full-time student,
- In our reasonable opinion, believe your health or behaviour poses a serious risk to yourself, others, or property, in adherence with the Disability Discrimination Act 1995,
- You seriously or repeatedly breach these conditions of occupancy, or are found guilty of a serious or persistent misconduct under the Queen's Conduct Regulations,

If you have not arrived to Queen's accommodation within the first fourteen (14) days of the of the contract period, unless you have confirmed alternative arrangements for a late-arrival, Queen's reserves the right to cancel your accommodation contract and retain your deposit.

### **Withdrawing from Study**

- If you withdraw from your course of study or take an extended leave of absence, you must vacate your room within fourteen (14) days of your withdrawal or suspension of study. It is your responsibility to inform Queen's Accommodation of any change to your student status. To confirm your withdrawal or leave of absence, you must provide us with a copy of the official withdrawal form issued by your school or department.
- You will continue to be liable for accommodation fees until you have provided the Allocations team with confirmation of your withdrawal or leave of absence, vacated your room, and returned your key and/or fob to your



nearest reception. Your deposit will be retained to offset any loss of income. All outstanding accommodation fees must be paid prior to or upon your departure.

### **Early Departure Request**

- If you leave your room before your contract ends but remain a registered full-time student, you will still be responsible for paying the accommodation fees for the rest of your contract.
- You may nominate a suitable full-time student to take over your accommodation contract. They must not currently reside in any Queen's or nominated partner accommodation. You are responsible for finding a replacement who meets these criteria and is approved by Queen's Accommodation. We will provide reasonable guidance to assist you in this process.
- If you successfully nominate a replacement and they move into your room, you will only be charged for the period up to their arrival date. A £25 administration charge will also apply. Your account will then be settled, and you will be notified of any remaining balance. Your deposit will be returned after this process is complete and a final room check has taken place.
- You must not sub-let your room under any circumstances.

## **2. YOUR OBLIGATIONS**

### **Accidents**

Queen's 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 and living environment. Students living in Queen's University accommodation must report all accidents, however small, to a member of university staff, the Residential Life Team or your Residential Assistant (RA). 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. If you are taken to hospital through injury or illness and are required to remain there for a time, it is important to contact a member of accommodation staff, so we know where you are and when you are likely to return to accommodation.

### **Cleaning**

It is your responsibility to make sure that your bedroom and communal areas are kept clean to ensure a hygienic and safe environment for all. The accommodation must be left in a clean and tidy condition and return of all keys/fobs at the end of the contracted period.



### **Deposit payment**

When an offer of accommodation is made, part of the acceptance process requires a deposit payment of £300 by credit/debit card or bank transfer. Failure to provide this payment at the point of accepting the offer will result in the accommodation being withdrawn.

Please note that this deposit payment is not a pre-payment and therefore is not included in the residential fees. The deposit is held for the duration of your stay and any damages/charges will be deducted from this. The Residential Fees team will endeavour to return the deposit balance within 28 days of the end of your contracted period.

### **E-induction**

You must complete the Queen's Accommodation e-induction prior to your arrival / check in at accommodation - failure to do so will result in delayed check-in to accommodation. This can be accessed via your accommodation account later in the summer, and only once you accept your room offer and pay a £300 deposit.

### **Fire safety**

You must **NOT** misuse the fire alarm system or the fire equipment, as they are designed for emergency use only.

Deliberate interference with any fire equipment, including fire detection/ smoke alarm, fire extinguishers or fire blankets, fire doors and fire safety signs is a criminal offence in the UK. It also puts your life and the lives of your fellow residents at risk. Queen's Students who tamper with any equipment will be dealt with under the [Conduct Regulations](#) and may receive a written warning and fine of up to £500 as part of a disciplinary investigation.

### **Residential Fees**

You must pay your residential fees on time in line with the payment method chosen. If this becomes a problem during the year, contact the residential fees team at the earliest opportunity to discuss the matter at [residentialfees@qub.ac.uk](mailto:residentialfees@qub.ac.uk).

Failure to engage with the Residential Fees team to agree a suitable plan to manage payment in respect of outstanding fees will result in access to your accommodation being denied until such times as you engage.

Please note that an administration charge of £25.00 will be applied for each failed direct debit payment.

Failure to settle accommodation fees in full will result in you being asked to leave Queen's accommodation or accommodation with a nominated partner and details of your outstanding fees will be passed to Queen's debt collection agency.

If you have outstanding accommodation fees, you will be ineligible to re-apply for Queen's University accommodation in subsequent years of study.



**3. A SHARED LIVING AND LEARNING ENVIRONMENT** Queen's Accommodation provides a safe and comfortable home for all. As a member of our diverse student community, you have a personal responsibility to be mindful and considerate of how your actions may impact your fellow students and local residents. Like you, everyone is here to study, develop independence and key skills, and enjoy the student experience. Your neighbours may be studying or resting at different times, you must treat everyone fairly and respectfully, as you yourself expect to be treated.

**By accepting an offer of accommodation, you agree to the terms and conditions of this licence agreement and to abide by associated University policies. This includes treating other students, University staff, and members of the wider Belfast community with respect and equality at all times.**

**Alcohol** If you choose to consume alcohol, we expect you to do so responsibly and respectfully, particularly when returning from a night out. Anti-social behaviour due to excessive alcohol consumption is unacceptable and may lead to disciplinary action. Alcohol consumption is not permitted in accommodation areas designated as 'no alcohol'; failure to observe this rule may result in disciplinary action.

**Banned items** Students living in university accommodation come from many international backgrounds and hold a wide variety of beliefs, religions, and values. In accordance with the [University Equality and Diversity Policy](#), the display of national flags, emblems, or political slogans is not permitted, as these may cause offence or distress to other residents.

All residents have a right to privacy. To protect this, the use of covert cameras, or any other video or image recording device used for surveillance (such as Ring), is strictly prohibited in Queen's accommodation. This includes any device that could be used to capture images or videos of residents, guests, staff, or contractors without their consent, as this may intrude upon their privacy.

If a dangerous or prohibited item is discovered in accommodation, it will be immediately confiscated by a member of staff, and you may be subject to resulting disciplinary action. Items which are strictly prohibited from accommodation include, but are not limited to:

- Knives, firearms, replica firearms or swords, air guns, catapults, water pistols, water bombs, fireworks, helium, or gas canisters,
- Weapons of any kind are banned. Certain sports equipment, such as fencing foils and archery equipment, may be considered offensive weapons and are therefore also prohibited unless prior approval is granted by the Head of Queen's Accommodation. This approval requires confirmation of membership in the relevant Queen's University Club by Queen's Sport. Students attending Belfast Met or South West College must provide confirmation from their college



or university sports/club manager on official letterhead. For safety reasons, approved equipment may be required to be kept in a designated store area.

- Queen's welcomes the safe use of conventional push scooters and bicycles, but due to the increased fire safety risk posed by their large lithium batteries, the storage and charging of E-scooters and E-bikes on Queen's campus is strictly prohibited, and any found will be confiscated.

The following items are also prohibited:

- Animals, reptiles, fish, insects, and birds are prohibited. However, registered assistance animals are permitted with prior arrangement, in accordance with the Assisted Animals Policy.
- Electric heaters and electric blankets
- Loudspeakers
- Candles or incense
- Fairy lights

**Bicycle storage** Secure bicycle storage facilities are provided at each accommodation site. Please note that bicycles must not be stored within the accommodation, including hallways, corridors, or bedrooms.

**Car parking - Elms BT9** Due to traffic congestion in Belfast and around Queen's, students are asked **not** to bring cars with them to Belfast. Limited pay-per-hour day parking is available at Elms BT9 for all students living in Queen's accommodation. Parking at the main University campus is restricted, and is not included in the cost of the of an annual permit. You can apply for an annual permit, however, these are limited to Elms BT9 residents and must be applied for when completing your accommodation application to be considered. Car parking permits are not guaranteed. If you are allocated a car parking permit for Elms BT9, the cost is payable in full at check-in. If you are unsuccessful in obtaining an annual on-site parking permit, you can use the pay-per-use day parking, subject to availability. Please be advised that you must always display your parking permit, showing your registration number. We do not provide parking facilities at any other accommodation location.

**Charges** On departure, your room/apartment will be inspected, and you are expected to have left it clean and free of rubbish and all personal belongings. You must complete your room/communal inventory on arrival, as this will be used to assess its condition upon your departure. You may be charged for a bedroom clean (from £25) and a kitchen clean (from £25) if it is not left in an acceptable condition. You and your fellow residents are jointly responsible for keeping kitchens clean, safe, and tidy, including removing rubbish, food waste, and recycling to the designated bin areas.



**Damage** We understand that some wear and tear is inevitable in your room during the year. Please do not alter the décor of your bedroom or affix anything to the walls or ceilings; pictures and posters must only be fixed to the pin board. Any damage to the room, furniture, or fixtures and fittings beyond what Queen's considers general wear and tear will be charged to the student(s) responsible. Students are responsible for keeping their accommodation in good condition throughout the year and promptly reporting any maintenance issues. All defects, damage, or faults requiring attention should be reported immediately. If you are living in Queen's Accommodation, this should be done via the online maintenance system, accessible from the Accommodation at Queen's website. Please provide accurate information about the location and details of the fault. Once logged, you can track the request and view the expected completion date.

**Conduct** Students found to have engaged in behaviour or activity that constitutes suspected misconduct will be subject to an investigation in accordance with this agreement and the [Conduct Regulations](#). The disciplinary process may result in a fine, a written warning, expulsion from Queen's, and/or exclusion from accommodation. Depending on your programme of study, you may also be subject to review under the [Fitness to Practise regulations](#), which may result in you being found unfit to continue to study and work in your given field.

Should a conduct investigation result in expulsion from University or nominated accommodation, or in suspension or expulsion from studies at Queen's, you will remain liable for residential fees for the duration of the accommodation contract.

In cases where gross misconduct is established and a criminal element is identified, the matter will be referred to PSNI, which may result in criminal charges being brought against you.

**Drugs** Possession, consumption, and/or dealing of drugs is a criminal offence. Any breach of drugs-related legislation will be dealt as a serious disciplinary matter and treated as gross misconduct. If you feel like you would benefit talking to someone about substance misuse, please contact a member of the Residential Life Team for advice on available support. If you suspect or witness drug use or dealing within Queen's Accommodation, please inform a member of staff immediately.

**Electrical Equipment** You may bring items of electrical equipment for use in your room and free safety testing of your equipment is arranged at the start of the year to identify any faults. Items which do not pass the electrical test will be removed from your possession and returned to you when you depart the accommodation. Faulty electrical equipment can cause electric shocks or electrocution, and electrical appliances can result in fires, whether due to faults or misuse.

The total combined wattage of appliances in use at any one time in your room cannot exceed 1000W, as this will overload the sockets.





**Harassment Policy** Queen's Harassment Policy, available through Academic & Student Affairs, sets out expectations for behaviour and details how to report harassment or intimidation via the Report & Support system. If you feel you are being harassed or intimidated, please speak to a member of staff immediately. Your accommodation contract requires you, and your guests, to refrain from any harassment or nuisance, and to act respectfully at all times. We expect all residents to behave respectfully towards everyone and to avoid any actions that could make another student or staff member feel harassed or intimidated. Each individual has a personal responsibility to ensure their behaviour meets the expected standards for Queen's students.

**Health and Wellbeing** Queen's is committed to promoting a safe and supportive environment where students can thrive, grow in independence, and celebrate equality, diversity, and inclusivity. Recognising that students' physical and mental wellbeing is critical to their learning, academic achievement, and wider student experience, Queen's offers a wide range of support to empower healthy learners.

These Conditions of Occupancy are based on the principle that students are responsible for managing their own health and wellbeing, proactively practising self-care, and engaging with appropriate support services when required. Where interventions to support a student have been exhausted, or exceed what Queen's can reasonably be expected or qualified to provide, the student may be deemed not well enough to continue their studies and/or reside in Queen's accommodation. This includes their ability to maintain their own safety, and/or the wider impact on other students, particularly those in University accommodation. In such cases, the [Support to Continue in Study](#) process may be initiated, or the student may be required to take a leave of absence from their studies and/or their accommodation for an agreed period to focus on their wellbeing. Students are not permitted to remain in University accommodation if it is determined that they should pause their studies due to their physical or mental health.

**Lifestyle Accommodation** Queen's Accommodation offers a range of lifestyle options, which are self-moderated, designed to bring together like-minded individuals who share a particular lifestyle preference. Current options include Quiet Living, No Alcohol, and Single Gender. Residents of these areas are expected to respect and uphold the ethos of their chosen accommodation.

If you accept a room offer for specific lifestyle accommodation, even if it was not your first preference, including Quiet Living, No Alcohol, or Single Gender, you are required to abide by its particular ethos. Students who intentionally disrupt the community and cause nuisance to their neighbours may face disciplinary action.

**Noise** Residents are required to keep noise to a minimum, particularly after 11:00 pm, to allow others to sleep or study. You must keep bedroom and kitchen windows closed in the evenings and at night to prevent noise travelling to other accommodation, houses, and adjacent residential streets. You can report noise complaints anonymously at any time by calling your local reception. Any excessive noise caused by you, or emanating

from your accommodation, will be recorded, and disciplinary action will be taken in accordance with the Queen's Accommodation Noise Policy.

**Room Key** You must not duplicate or loan your key or fob to anyone else. In Queen's Accommodation, replacement keys cost from £7.50 and from £2.00 for a key fob. Lost post box keys cost £7.00 to replace. Students living with a nominated accommodation provider should consult them directly regarding charges for key replacement.

**Smoking/Vaping/E-Cigarettes** In line with current legislation, Queen's operates a strict no-smoking policy in all its buildings and premises, including bedrooms, common areas, and the grounds immediately surrounding accommodation buildings. Smoking, including the use of e-cigarettes and vaping, is only permitted in designated outdoor smoking areas. Failure to comply will result in disciplinary action under the terms of this accommodation contract and Queen's Conduct Regulations.

#### 4. Keeping in Touch

##### **Communication**

Throughout the year, you will be informed of any important announcements, planned maintenance work, residential activities and social events via email and social media channels. This will keep you up to date with what is happening in your accommodation. The team may also email you about other matters such as fees. It is, therefore, very important to check your Queen's email account every day; students from colleges should check the email account which you registered with Queen's Accommodation in your contact details.

You can also keep up to date with what is happening via our website [Accommodation at Queen's](#) [Facebook](#), [Instagram](#) and [TikTok](#) accounts.

Throughout the year we will email student surveys to ask about several different subjects and service performance. Your response to these is very much appreciated and there are prizes drawn from those who reply. We act based on your responses and we will communicate these changes throughout the year.

##### **Compliments and Complaints**

We hope that you enjoy your experience living with us and we welcome any feedback positive or negative. Please contact us at [accommodationfeedback@qub.ac.uk](mailto:accommodationfeedback@qub.ac.uk) and a member of the team will respond.