



YOUR COMMUNITY BOOKLET

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Tá an leabhrán seo ar fáil i nGaeilge freisin. Ná bíodh leisce ort teagmháil a dhéanamh linn i gcomhair a thuilleadh eolais.

WELCOME TO YOUR COMMUNITY



Welcome to this year's edition of University College Cork's Community Booklet for the 2023/2024 academic year. This year's title of 'Your Community Booklet' is reflected through the four different sections; **Your Community, Your Wellbeing, Your University, and Your Tenancy.** We hope this booklet embodies what our community represents: a diverse and vibrant neighbourhood of students, residents and staff.

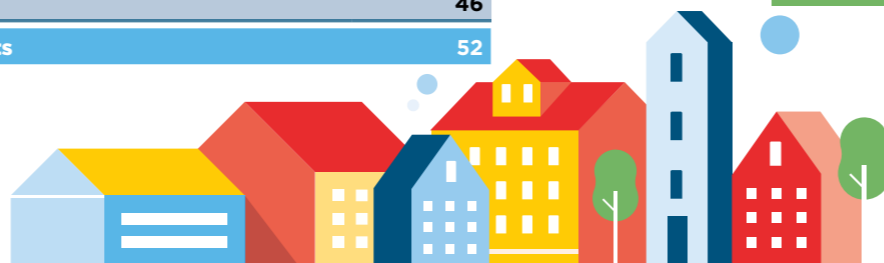
The relationship between our university and our local community is one that we continually strive to further strengthen and build upon to enhance the lives of our students, local residents and staff. This ethos can only be achieved by all of us working together and supporting each-other.

We take great pride in being a part of this neighbourhood and feel enormously grateful for the support it gives our students and staff. John Warren, your Neighbourhood Support Officer, is here to ensure that our well established and positive community relationships keep growing from strength to strength. Maintaining regular communication and being the bridge between the University and local neighbourhood is the trademark of the Neighbourhood Support Officer. So please don't hesitate to give John a call with any neighbourhood queries.

After all, it's your community.

John O'Halloran
UCC President

John Warren
Neighbourhood Support Officer



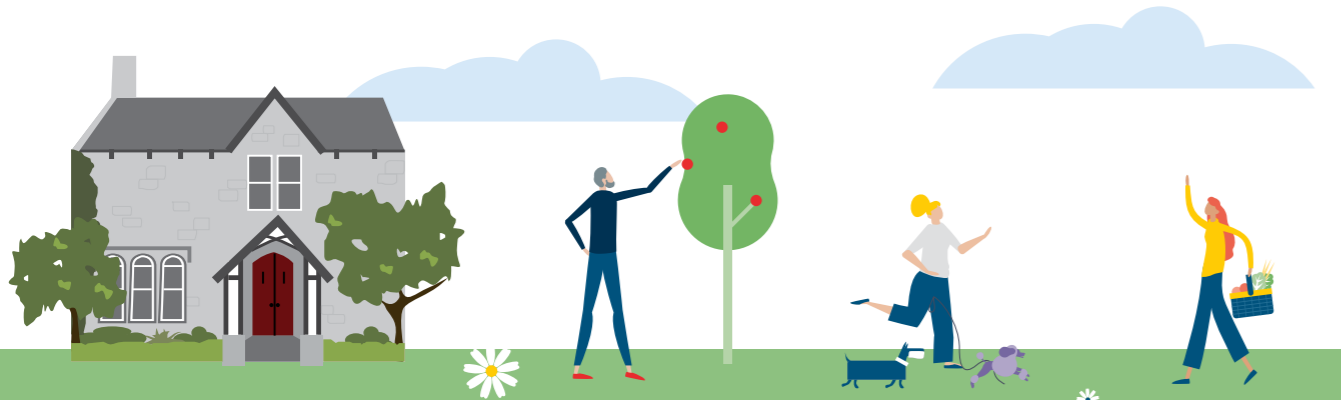
WELCOME FROM THE OFFICE OF ACCOMMODATION & COMMUNITY LIFE

Our Office is situated in South Lodge, on the UCC campus, and we operate an open door policy for all UCC students and residents in the community.

We offer an advice and advocacy service for UCC students with regard to accommodation and operate an online accommodation search engine called UCC Studentpad. Students can search for accommodation on our Studentpad site and residents can freely advertise rooms to rent to students. Ruth and Gemma, the Accommodation team, can answer any questions that you have in relation to accommodation and tenancy rights.




We work to create a safe, secure and harmonious environment for UCC students and residents. We are always available to discuss any matters which may arise within the wider community. We also manage Campus Watch which deals with potential breaches of the UCC Student Rules. John, our Neighbourhood Support Officer, is available to answer any neighbourhood queries.

If you would like to speak with a member of our team, you can contact us using our contact details or call into the South Lodge anytime between **9am to 1pm or from 2pm to 5pm**, Monday to Friday



GET IN TOUCH

Ruth O'Mahony

-  021 490 3849
-  resservices@ucc.ie
-  campuswatch@ucc.ie

Gemma Mcconigly

-  021 490 3091
-  resservices@ucc.ie
-  studentpad@ucc.ie

John Warren

Neighbourhood Support Officer

-  021 490 2059
-  086 4406036
-  nso@ucc.ie



Scan Here
To Learn More

LIVING IN THE COMMUNITY

This community has been built over generations with a strong sense of pride of place and neighbourhood. You are part of this community so please be respectful of the area and the families that live here.

Things to remember:

- ✔ Look out for your neighbours and don't be afraid to say hello
- ✔ You are a welcomed and valued member of this community
- ✔ If you are experiencing any difficulties in the area please get in touch with the Neighbourhood Support Officer
- ✔ Be concious that not all your neighbours are students, some are elderly or have families.
- ✔ Respect your community, it's everybodys home.



REFUSE AND RECYCLING

Don't forget to bring the bins back in - bins block the pavement for passers-by!



What Goes in My Recycling Bin?

- ✔ Clean Mixed Paper, newspaper, magazines and brochures
- ✔ Clean cardboard
- ✔ Washed drink cans (Aluminium)
- ✔ Washed food cans (steel)
- ✔ Washed Tetrapaks (Milk & juice cartons)
- ✔ Washed plastic bottles/containers



Glass

- ✔ Green Glass
- ✔ Blue Glass
- ✔ Brown Glass
- ✔ Clear Glass



Rubbish

- ✔ All other waste



Compost

- ✔ Coffee grounds
- ✔ Tea leaves
- ✔ Fruit and vegetable waste (cooked or uncooked) - roots, cores, etc..
- ✔ Bread, pasta & rice,
- ✔ Cut & dead flowers
- ✔ Manure from any vegetarian pets
- ✔ Grass cuttings and green leaves
- ✔ Weeds (avoid weed seeds)
- ✔ Old plants (not diseased)
- ✔ Seaweed or garden-pond cleanings

Cork City Council introduced new regulations that waste **shall not be put out for collection before 6.00pm** the evening before collection day and **shall be removed no later than 7.00pm** on collection day.



GREEN CAMPUS

www.ucc.ie/en/greencampus/



YOUR UCC STUDENTS' UNION

UCC Students' Union is the chief representative body for UCC students, located on 54 College Road. UCC Students' Union Executive is made up of 6 full-time sabbatical officers, 11 part time officers and the UCC Clubs and Societies Presidents. All of the positions on this 19 person executive have been elected by the student body to represent, protect, engage and entertain the students of UCC!

So what does UCCSU do? We work to represent the student voice and support student needs. We provide academic assistance, financial and wellbeing support as well as top class entertainment and fundraising events. We lobby the university and the government on the issues directly affecting our students and amplify the student voice by organising and facilitating student-led campaigns and actions. The six sabbatical officers represent students on a wide range of committees and forums throughout UCC such as Governing Body, Academic Board and Academic Council where key decisions are made. We also represent UCC students on various national bodies; every UCC student is a member of the Union of Students' in Ireland (USI) and we work closely with the officers of USI and Student Unions' around the country to better the lives of students nationally.

We are always available to have a chat or help out in any way we can. If you need assistance, have an idea for how to improve an aspect of student life or want UCCSU to campaign on a specific issue you can contact any of our officers! The UCC Students' Union Common room is located right next to our offices and you can visit there anytime you like!

Best of luck for the year ahead, get involved and have a fantastic year!



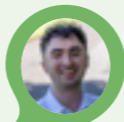
GET IN TOUCH

Colm Foley (He/Him)

President

+353 86 855 4031

president@uccsu.ie



Hayley O'Connell (They/Them)

Communications and Engagement

+353 86 184 2658

engagement@uccsu.ie

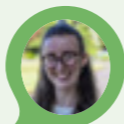


Ali O'Mahony (She/Her)

Education Officer

+353 86 184 2699

education@uccsu.ie

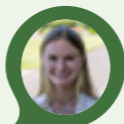


Aoibhe O'Brien (She/Her)

Welfare Officer

+353 86 184 2697

welfare@uccsu.ie

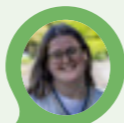


Kaley Nolan (She/Her)

Commercial and Fundraising Officer

+353 86 184 2700

comms@uccsu.ie

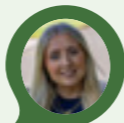


Jill Mortell (She/Her)

Entertainments Officer

+353 86 184 2701

ents@uccsu.ie



STUDENT COMMUNITY SUPPORT (SCS):

The Student Community Support (SCS) service is a team of dedicated student staff who operate during key weeks of student activity such as **Freshers Week and Raise & Give Week (RAG)**. The SCS team is managed by the UCCSU Communications & Engagement Officer, the UCCSU Senior Executive Assistant and a member of the Students' Union admin team. They work closely with the Gardaí and St. John's Ambulance to patrol the areas around UCC and provide pastoral care and support to any students in need.

What do SCS do?

- ✓ Provide pastoral care to students in distress by handing out water or flat footwear to students who need it.
- ✓ Walking students home.
- ✓ Notify the emergency services when they are needed.
- ✓ Clean up rubbish/knocked bins from the streets.
- ✓ Alert the Gardaí to any dangerous situations or anti-social behaviour.



HOW DO YOU CONTACT SCS?

Please phone our dedicated helpline which is staffed by a Students' Union staff member from 8pm to 4am nightly during Freshers and R&G week.

 **083 352 6678**

OR Contact a member of the SCS team patrolling the streets. They will be wearing clearly identifiable jackets, with Student Community Support printed on the back.



PARKING

Parking is limited in the neighbourhood and surrounding areas. Park mindfully, respectfully and responsibly.

- ✔ If you do need to park your car in the local area, be respectful to all residents and stick within the law.
- ✔ Avoid blocking the pavement as it may force wheelchair users or people with prams on to a main road, putting them at risk from oncoming traffic.
- ✔ Make sure you don't block driveways. Allow access for road users, emergency and refuse services.
- ✔ Display a parking permit, or discs, where required, and be mindful of the times that you are parking in the area.
- ✔ Parking on yellow lines can lead to a parking ticket and fine.

Avoid the hassle of parking, take the bus or the train.

Single fare is only €0.65 for students

🌐 www.leapcard.ie

Useful tips on clever commuting at

🌐 www.ucc.ie/en/build/commuting/

UCC Park and Ride

🌐 www.ucc.ie/en/build/commuting/parkandride/



COMMUNITY GARDA

Message from Laura O'Connor

I am the local community Garda who has responsibility for the area of University College Cork and its surrounding areas. I am based out of the Bridewell Garda Station and it's my role and responsibility to be focused on community engagement, crime prevention and law enforcement. Another significant part of our role is to address issues affecting our community and to enhance quality of life.



An Garda Síochána delivers an effective community policing service, responsive to the needs of a modern and diverse community under the following 6 principles:

- ✔ Community Engagement
- ✔ Community Partnerships
- ✔ Problem Solving
- ✔ Crime Prevention
- ✔ Law Enforcement
- ✔ Accountability

I would like to help build a stronger, safer community and be a point of contact for the students and residents surrounding UCC.



GET IN TOUCH

Garda Emergency number:

📞 999/112 (mobile only)

Anglesea Street Garda Station

📍 Anglesea Street,
Cork City
☎ 021 452 2000

Bridewell Garda Station

📍 Kyril's Street, Bridewell,
Cork City
☎ +353 (0)21 494 3330

Togher Garda Station

📍 Tramore Road, Togher,
Cork City
☎ +353 (0)21 494 7120

Bishopstown Garda Station

📍 Bishopstown,
Co. Cork
☎ +353 (0)21 454 1012



NEIGHBOURHOOD SUPPORT GRANT

Do you have an idea to enhance social connections in your neighbourhood?

Funding of up to **€250** is available to you through the Neighbourhood Support Grant.

Share your talents and interests with your community. Previous initiatives have included:

- ✔ Remove Graffiti in the local community
- ✔ Tree/flower planting
- ✔ Organise a neighbourhood event

All project Ideas are welcomed from the local neighbourhood. If you are living, working or studying in the local neighbourhood then get in contact with us!

Projects should be:

- ✔ Fun and simple
- ✔ Inclusive and community-led
- ✔ Enhance the neighbourhood

APPLY NOW

Office of Accommodation & Community Life

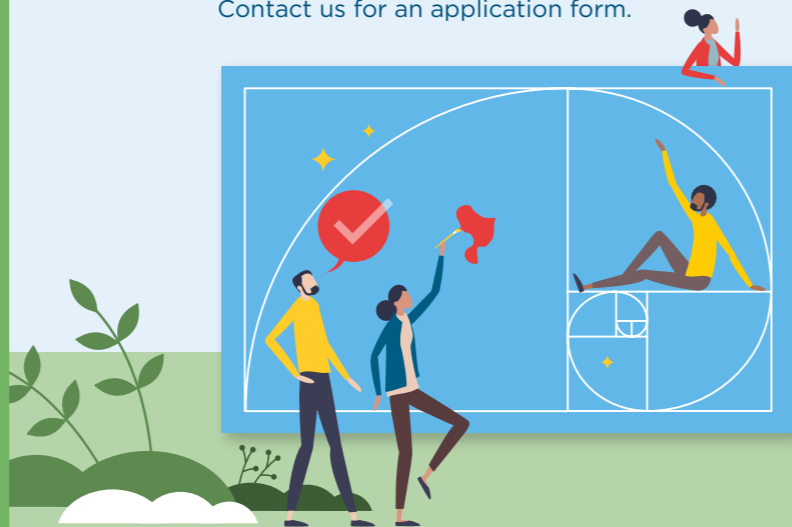
📍 South Lodge,
University College Cork,
College Road,
Cork T12 RXA9

✉ nso@ucc.ie

☎ 021 490 2059

📞 086 4406036

Contact us for an application form.



UCC STUDENTPAD

StudentPad is the UCC student accommodation search engine. If you are a current or prospective UCC student, **you can search UCC StudentPad for accommodation** options in areas close to the University. Once registered on StudentPad, you can view available student accommodation in Cork.

Landlords, or homeowners, wishing to rent a house/room can also register with StudentPad to connect with UCC students.

DO YOU HAVE A ROOM TO RENT TO A UCC STUDENT?

- ✔ Earn up to €14k tax free!
- ✔ Simple and Easy Process!
- ✔ Free Guidance & Advertising with our office!

Contact us today at:

☎ 021 490 3091

🌐 studentpad.ucc.ie

✉ studentpad@ucc.ie



SUPPORTS ON CAMPUS

The “**Acorn to Mighty Oak**” has come to symbolise students’ academic, personal and professional development journey throughout their time at UCC.

In alignment with this rich metaphor, the support services available to students are presented in the form of a **Support Tree**.

This tree depicts the support services currently available to students and provides links to further information about each service.

www.ucc.ie/en/studentexperience

UCC Crisis Text Line

Community members can text “**UCC**” to **50808** to chat anonymously with a trained volunteer 24/7. Any issue, any time!

Niteline

Niteline runs **Monday - Thursday, 9pm-1am** during term time. The Niteline number is **1800 32 32 42**. You can access the instant messaging service and more information regarding Niteline at: www.ucc.ie/en/peersupport/niteline



STUDENT HEALTH CENTRE

To arrange a telephone consultation/appointment with us at Student Health please call

☎ **021-4902311** from **9.15am – 16.15pm**

Visits to the Student Health Doctor and Nurse are usually **free** but there are charges for some of the services offered. Please contact us for further fee information.

Services available from the Student Health Department include:

- ✓ Primary care of acute and chronic illnesses
- ✓ Contraception service
- ✓ Women's Health, Cervical smear screening services
- ✓ Screening and immunisation against infectious diseases
- ✓ Consultant Psychiatrist Service
- ✓ Sexual Transmitted Infection diagnosis and treatment
- ✓ Travel Advice and Vaccinations
- ✓ Health Promotion Programmes
- ✓ Hospital referral service
- ✓ Ante Natal Care
- ✓ Accident and Emergency
- ✓ Physiotherapy Service
- ✓ And more...

GET IN TOUCH

Student Health Centre

📍 UCC Crow's Nest,
Victoria Cross
Carrigrohane Rd,
Cork. T12 HXW4

☎ 021 490 2311
🌐 [www.ucc.ie/en/
studenthealth/](http://www.ucc.ie/en/studenthealth/)

Out of Hours Support

Samaritans:

Emotional support: (24 hours)
Freephone **116 123**
(www.samaritans.org)

Pieta House:

Support for people at risk of self-harm:
(24 hours) Freephone **1800 247 247**

UCC Security: (24 hours)

☎ 021 490 3111

Anglesea Street Gardaí HQ: (24 hours)

☎ 021 431 3031

A+E Cork University Hospital: (24 hours)

☎ 021 492 0230

South Doc: (Evenings and weekends)

☎ 1850 335 999

Cork Sexual Assault Treatment Unit:

☎ 021 4926100

STUDENT COUNSELLING & DEVELOPMENT

University College Cork provides a free confidential counselling service to help you with any concern which may affect your personal and/or academic progress while in UCC.

Counselling offers a supportive, private space that can help you get a new perspective on an issue you feel stuck with, help you cope with an unexpected crisis and help you to develop healthy strategies to manage ongoing difficulties.

As well as one-to one counselling (available Online or In-Person), Student Counselling & Development provides various workshops and programmes throughout the year including

- ✓ Managing Stress/Anxiety
- ✓ Mindfulness
- ✓ Coping with Distress
- ✓ Harm Reduction & Alcohol Awareness
- ✓ Decider Skills
- ✓ Bereavement

GET IN TOUCH

Student Counselling & Development

✉ counselling@ucc.ie
🌐 www.ucc.ie/en/studentcounselling

📍 Student Counselling and Development,
Student Mental Health and Wellbeing Hub,
Brighton Villas 2-4
University College Cork,
Western Road,
Cork. T12 PY88



ONLINE SAFETY: SOCIAL MEDIA

Think Before You Post:

When using social media it can be tempting to speak and act in a way you wouldn't face-to-face. Before posting anything on social media, be conscious of the impact your comment may have on someone else and whether it is respectful and appropriate content.

Connecting Consciously:

Every time you post on social media you are contributing to the image of you that is portrayed online.

- ✓ Don't post anything online that could cause others offense or embarrassment.
- ✓ Respect the privacy of others and ask permission before posting pictures of them.

Be Present and Take Time Out:

It is easy to get addicted to social media and find yourself constantly scrolling through your social media platforms.

- ✓ Try setting a screen time limit.
- ✓ Read a book before bed instead of checking your phone.
- ✓ It is important to remember not to compare yourself with others online. It is easy to believe everything we see on social media but it is not always the reality. Keep in mind that nobody's life is perfect, despite what their posts might have you believe. There is always more going on than what you see online.



DRUG USE AND HARM REDUCTION

A Message from the Students' Union

UCC Students' Union does not condone illegal drug use. It is always safer to not do drugs, however if you are going to engage in drug use it is important that you know what supports are available to you. Our main concern is the welfare of students. Ensure you read up on drug harm reduction measures before you take any drugs and reach out for help if you need it.

GET IN TOUCH

Drugs and Alcohol Information & Support:

🌐 www.drugs.ie

Cork Local Drug & Alcohol Task Force:

☎ 021 493 0100

✉ enquires@corkdrugandalcohol.ie

🌐 www.corkdrugandalcohol.ie

UCC FLAC Society

for legal advice, free of charge.

✉ flac@uccsocieties.ie



CHAPLAINCY

The Chaplaincy is an inclusive service that offers a space for community, conversation, support, guidance, and enrichment for all students and staff at UCC. We support all UCC students and staff regardless of gender, age, ethnicity, disability, family status, sexual orientation, marital status, religious/non-religious background, or spirituality.





The Chaplaincy is open from 8am each day, for students and staff to drop in.

The Hearth, our kitchen and student lounge, is a great place to study, relax with friends, have a chat, and enjoy free tea/coffee. Many of our events are hosted in this space. We also have a microwave that you can use!



GET IN TOUCH

Chaplaincy

-  "Iona"
College Road
Cork, T12 PY24
-  021 490 2459
-  chaplaincy@ucc.ie
-  www.ucc.ie/en/chaplaincy
-  ucc_chaplaincy
-  UCC Chaplaincy

SAFE & HEALTHY RELATIONSHIPS

UCC is committed to providing a safe environment for all of its students and is keen to promote healthy relationships. The University operates a zero-tolerance policy to sexual misconduct both on and off campus.

Support Services for Sexual Violence in Cork

Sexual Assault Treatment Unit (SATU) in the South Infirmary Hospital (SIVUH)

Medical examination and forensic evaluation for victims of sexual violence.

Sexual Violence Centre Cork


Provides telephone support and one-to-one counselling for people who have experienced sexual violence and for adult survivors of childhood sexual abuse.

Domestic & Sexual Violence support services

Speak out: Speak Out is an online tool which provides a safe and secure platform for both staff and students to anonymously report incidents they have experienced or witnessed including bullying, cyber bullying, harassment, discrimination, coercive behaviour, control, stalking, assault, sexual harassment, sexual assault or rape.

GET IN TOUCH

Sexual Assault Treatment Unit (SATU) in the South Infirmary Hospital (SIVUH):

-  021 492 6297
- Out of hours phone the hospital at **021 492 6100** and ask for Nurse Manager on duty for hospital.



Sexual Violence Centre Cork:

-  1800 496 496

Speak out:

-  www.ucc.ie/en/edi/speakout/

Women's Aid:

- Supporting women subjected to abuse from a partner or ex-partner
-  1800 341 900
-  www.womensaid.ie

Men's Aid:

- Supporting men and their families experiencing Domestic Violence
-  01 554 3811
-  www.mensaid.ie

Sexual Health Centre:

- Provides information, support and education in the areas of sexual health, wellbeing, sexuality and healthy relationships
-  021 427 6676
-  www.sexualhealthcentre.com



MENTAL HEALTH SUPPORTS IN OUR COMMUNITY

Need to talk? Help is just a phone call away.

If you are in crisis please contact your local GP. Out of hours please contact **SouthDoc on 0818 355 999** Or your nearest emergency department.

UCC Crisis Text Line

Text UCC to:
☎ 50808

Get in Touch

Your Mental Health.ie
☎ 1800 111 888
🌐 www.yourmentalhealth.ie

LGBT+ helpline

🌐 www.lgbt.ie
☎ 01 685 9280

Pieta House

☎ 1800 247 247
✉ info@pieta.ie

Samaritans

Freephone 24/7
☎ 116 123
✉ jo@samaritans.ie

Childline:

Freephone 24/7
☎ 1800 666 666
Text "Talk" to:
☎ 50101
🌐 www.childline.ie

In an emergency, you can also call 999 or 112

UCC General Services Security:
(24 hours)
☎ 021 490 3111
Anglesea Street Gardaí HQ: (24 hours)
☎ 021 431 3031



SUSTAINABILITY

There are many easy, accessible ways to live more sustainably.

Living Sustainably:

Transport

- ✓ Cycling: UCC has great bike infrastructure, as well as TFI bike stations (see www.bikeshare.ie)

Energy

- ✓ Switch off what's not being used
- ✓ Air-dry clothes

Nature

- ✓ Spending time in nature is good for you! Enjoy UCC's Green spaces
- ✓ **Bio-diversity**, garden for the benefit of nature



Waste

- ✓ Choose reusables and take part in UCC's single-use plastic free policy
- ✓ Minimise food waste by planning meals
- ✓ Recycle and follow waste collectors' instructions

Shopping

- ✓ Beware of fast fashion & advertising
- ✓ Buy second-hand

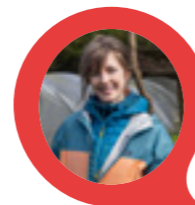
University College Cork is proud to be the first 'Plastic Free Campus' in Ireland

SUSTAINABILITY

Action

Speak up for what you care about!

- ✓ UCC has won numerous awards for its sustainability achievements
- ✓ The university has a dedicated Sustainability and Climate Action Plan
- ✓ UCC's Green Campus committee involves collaboration between staff and students
- ✓ The Green Campus Greenshoots Programme, coordinated by Irene Ní Shúilleabháin, is designed to engage students in action for sustainability and nature-connectedness
- ✓ Learn more at www.ucc.ie/en/greencampus/



Irene Ní Shúilleabháin
UCC Green Campus
Greenshoots Coordinator

UCC is proud of its progress as a sustainable campus but is always keen to do more. To get involved, contact Irene Ní Shúilleabháin, UCC Green Campus' Greenshoots Coordinator, at inishuilleabhain@ucc.ie.



UCC BYSTANDER

Being a part of the university community and the local community means doing our part to keep it safe for us all. We can do this by being respectful, compassionate, and socially responsible. We can influence and change others' behaviours by calling out actions or language which are inappropriate, to highlight unacceptable behaviour, to challenge unwanted behaviour, as well as verbal and physical advances, to effect pro-social behaviour and cultural change.

Golden Rule

Only intervene when it is safe for you to do so.
If it is not safe, in an emergency, call 112, or 999.

Bystander training is available for everyone: UCC students and staff can enrol here:

 www.ucc.ie/en/bystander/

Bystander CPD training option for anyone outside UCC, contact:

 bystander@ucc.ie

Spread the word and follow us on our social media at:

 [@BystanderUCC](https://www.instagram.com/BystanderUCC)



EQUALITY, DIVERSITY & INCLUSION (EDI)

UCC seeks to embed fairness, inclusivity, equal opportunities and equity for all students and staff, foster a positive working environment for all in the UCC community, and provide a diverse, equitable and inclusive place of work and study where all staff and students feel they belong and can flourish.

The EDI Unit

The EDI Unit in UCC was established to assist the university in achieving just that; to enable students and staff to be proactive about equality issues, to fight discrimination, and to celebrate differences. The Unit works with other EDI-related units such as Access, DSS, UCC Plus+, Inclusive UCC, the University of Sanctuary Working Group, student clubs and societies and the UCCSU, and across both staff and student bodies, to raise awareness, develop policy and drive equity initiatives, such as the Athena SWAN Project, the Speak Out reporting tool, the Race Equality Forum and the Sanctuary Scholarships.

GET IN TOUCH

Read about these and more on our website or email us at

 ediunit@ucc.ie



VOLUNTEERING & EMPLOYABILITY

Volunteering is a fantastic opportunity to make the most of your university experience. Giving you the chance to give back to your community while also allowing you to grow professionally and personally. Volunteering is not only enjoyable, but it can also improve your CV. Employers value volunteering because it allows you to build important skills that they require, such as project management, communication, and cooperation.

Volunteering can be done in a variety of ways, and students who want to volunteer can do so through www.studentvolunteer.ie. This is a one-stop shop that connects thousands of students with volunteer opportunities.

How Can UCC Help You With Volunteering?

UCC has a Volunteering Pathway as part of the UCC EmployAgility Awards. To receive an award through the Volunteering Pathway, a student must complete a period of unpaid volunteering on or off campus.

The UCC EmployAgility Award is a part of a professional skills development programme. Students must demonstrate that they have engaged in, and developed professional skills through, extracurricular activities and work experience. All of which will help students to stand out from the crowd when applying for graduate roles and internships.

www.ucc.ie/careers/award

UNIVERSITY COLLEGE CORK EMPLOYAGILITY Awards



StudentVolunteer.ie enables students to have the opportunity to:
enrich your personal development and employability skills, have a fun experience, meet new people, and give back to your community



Sign up now.



ADULT CONTINUING EDUCATION (ACE)

Adult continuing education (ACE) is to provide opportunities in lifelong learning for all adults within the community irrespective of age and previous educational achievements.

ACE offers an extensive selection of short courses (6-10 weeks) for both the autumn and spring semesters. Our course selection is guided by the intention to appeal to a broad range of interests, concerns and needs.

ACE are now one of the leading providers of short courses in an Irish university context with a wide portfolio of courses to choose from. Courses that we offer to the community include: art, art history and culture, history, genealogy, anthropology and folklore among others. Also, we offer a broad range of part-time accredited programmes across a wide selection of disciplines that may interest you.

GET IN TOUCH

Gwen Roche
Administrative Officer

☎ 021 4904 700

✉ ace@ucc.ie

🌐 www.ucc.ie/en/ace/

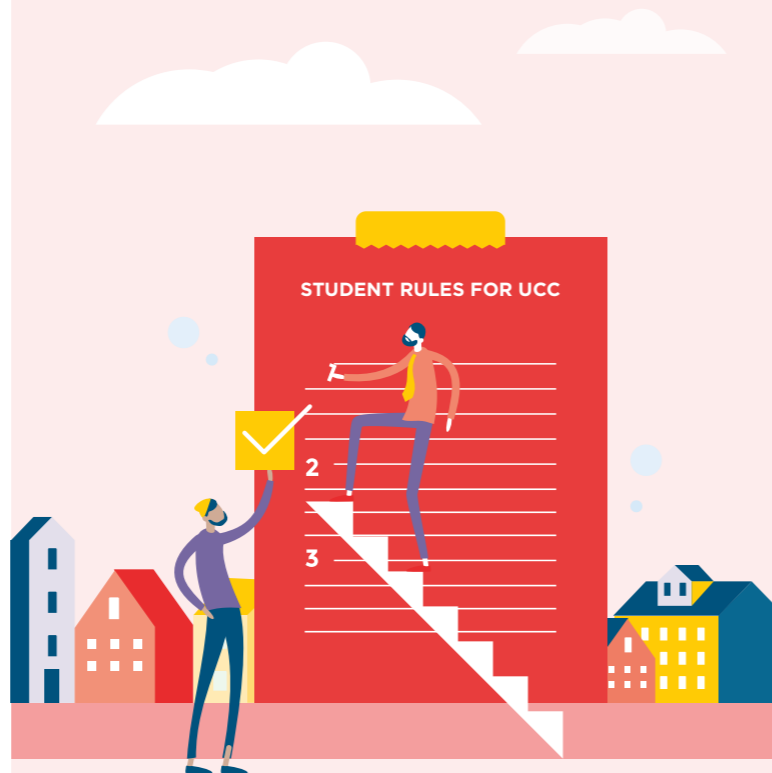


STUDENT CHARTER

The University requires its students to conduct themselves in a **respectful and responsible manner** at all times to ensure:

- ✓ Dignity, honesty and integrity;
- ✓ Respect for all members of staff;
- ✓ Respect for fellow students;
- ✓ Respect for and adherence to the Rules, Regulations and Policies of the University;
- ✓ Compliance with the academic processes of the University;
- ✓ That the University is not brought into disrepute;
- ✓ Respect for local residents and other members of the general public;
- ✓ That the views, values and beliefs of others are respected;
- ✓ That no damage or injury is caused to any person or property;
- ✓ That the University community is free from intimidation and discrimination.

Please consult the current **Student Rules for UCC** for more information at:
www.ucc.ie/en/studentexperience/policies/



& RESPECT & RESPONSIBILITY

CAMPUS WATCH

University College Cork is committed to creating a safe and secure environment for UCC students and to foster a positive relationship between our students and the wider community. Campus Watch will respond to formal complaints from students, members of the community and other stakeholders, in relation to alleged breaches of the UCC Standards of Conduct.

Key Action Areas:

- ✓ Working with local Resident's Association groups, Gardai, Students and stakeholders in in area of common interest.
- ✓ Promoting student safety on campus, out and about and at home.
- ✓ Responding quickly to complaints and concerns in relation to student behaviour.
- ✓ Developing strong links with community groups.
- ✓ When necessary, initiating formal student disciplinary procedures.
- ✓ Providing mediation where necessary.

How to Make a Complaint:

If you feel that a UCC student, or students, have breached any of the UCC standards of conduct, you can fill out the Campus Watch Complaint Form. This can be accessed at www.ucc.ie/en/studentexperience/campuswatch/ and returned to the Campus.



GET IN TOUCH

Campus Watch Office

- 📍 UCC Campus Watch, South Lodge, College Road, Cork, T12 RXA9
- ☎ 021 490 3849
- ✉ campuswatch@ucc.ie

MANAGING FINANCES



Access UCC
Support Team

GET IN TOUCH

If you need financial advice
contact the **UCC budgetary advisor**

- ☎ 021 490 4850
- ✉ studentbudgetingadvice@ucc.ie
- 🌐 www.ucc.ie/en/sfsa/



Scan Here
To Learn More



UCC ACCESS

Access UCC is committed to creating an accessible, inclusive, and supportive learning environment for all students. The Access UCC team are here to support you on your journey through UCC.

Disability Support

Disability Support works with students and staff to ensure that appropriate support is put in place to enable students with a disability to achieve their full academic potential. The service supports a wide range of disabilities including physical, mental health, sensory difficulties, and specific learning difficulties. Students can register with Disability Support when completing their overall online university registration.

PLUS Programme

The PLUS Programme provides a variety of personal, practical, academic, and financial support to students who have entered UCC as part of the Higher Education Access Route (HEAR) Scheme.



Mature Student Support

We are here to support you through your undergraduate journey. We can advise and direct you as you settle into student life, so make sure to reach out to us. We strive to make the transition to UCC as smooth as possible.

Calm Zone

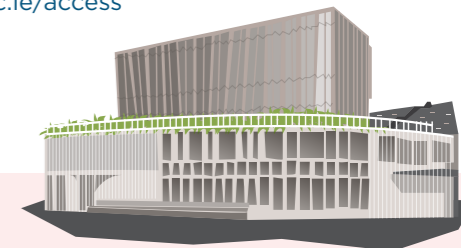
There is a calm zone on campus. It is a safe space designed to be a place of respite and calm for students and in particular students on the autism spectrum.

Check it out:

🌐 www.ucc.ie/en/autismfriendly/thecalmzone/

GET IN TOUCH

- ☎ 021 490 4807
- 📍 1.43 First Floor, The Hub, Main Campus
- 🌐 www.ucc.ie/access



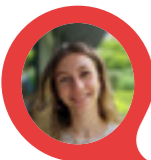
CLUBS

The Clubs' Executive oversees the day-to-day admin and running of our **49 active clubs**, along with the Department of Sport and Physical Activity.

Our clubs host events throughout the years aimed at people with all levels of experience. The Mardkye arena has some of the best indoor sport amenities in the county, indoor climbing wall, an indoor sports hall, twenty-five metre swimming pool and a variety of indoor gym facilities. The outdoor facilities at the Mardyke Sports Grounds include fully floodlit: rugby & soccer pitch, GAA pitch, water based synthetic pitch, & 400m running track. In addition to these fantastic facilities, we have 52 acres of playing fields at our other sports ground in Curraheen, affectionately known as "The Farm."



If you wish to find out more about clubs, you can join us for Clubs' Day on the 20th of September or scan the QR code below



Nessa Wheeler (She/Her)

Clubs President 23/24

☎ 086 137 4166

✉ president@uccclubs.ie

🌐 www.ucc.ie/en/sport/clubs/

SOCIETIES

The Societies Office is located by the front door to the Clubs & Societies space, through the door at the top of the red stairs in the Hub. We have a dedicated workspace for Clubs & Societies committee members to use for all Clubs & Societies related work. This is located within the same space as our Societies Office.

Here you'll find:

- ✓ Post Boxes
- ✓ Printer
- ✓ Computer workstations for Society work
- ✓ Guillotine and other assorted stationery



Scan this QR to go to our linktree where you can find out what's happening and sign up to societies!



Chloe Boland (They/Them)

Societies President:

☎ 083 365 1023

✉ president@uccsocieties.ie

🌐 www.ucc.ie/en/societies/

PEER SUPPORT

Throughout your first year at UCC, you will receive support and guidance from your Peer Support Leader (PSL). Your PSL is an experienced UCC student, trained to assist you in transitioning into the University and becoming part of the UCC community. At orientation, you will meet a PSL who will guide you through your first day on campus. You will also be assigned a PSL who will provide you with ongoing help and support throughout your first year.

Peer Support Leaders are volunteers who come from a diverse range of backgrounds, life experiences, courses and years. They are there to **LISTEN** to your concerns, **INFORM** you on resources available to you and **LINK** you to supports in the University should you need them. They may not be able to resolve every issue for you directly, but they will know who in the University can help you.

Should you have any questions about the programme you can email the Peer Support office at **peersupport@ucc.ie**. Your query will be treated confidentially. Based on what you need and want, you will be put in touch with a PSL.



GRADUATE ATTRIBUTES

UNIVERSITY COLLEGE CORK

UCC's unique Graduate Attributes Programme will help students to successfully navigate their transition into, through and out of university to enable them to begin, belong and become the person they want to be!

The Graduate Attributes Programme prepares students to live, learn and lead in a shared cocreated future and enables them to take an active role in advancing the just and sustainable evolution of our communities, our society, and our local and global economies. It empowers students to create more value than they consume and facilitates their acquisition of key graduate attributes and values that support them in becoming world-ready, work-ready graduates.

FIND OUT MORE ABOUT THE
UCC GRADUATE ATTRIBUTES
PROGRAMME



ATTRIBUTES

UCC's core values and graduate attributes are the bedrock of our student experience. Graduate attributes refer to the skills, knowledge and abilities of our graduates beyond disciplinary knowledge, that are applicable in a range of contexts in their lives.



Creators, evaluators and communicators of knowledge



Independent and creative thinkers



Digitally fluent



Independent and creative thinkers



Digitally fluent

VALUES

UCC graduates will be recognised for their distinct core values and graduate attributes. As well-rounded, curious, self-aware individuals, they will be known for their appetite to continually learn new skills, embrace new ideas and make things happen.



RESPECT:
For self, others and the environment



AMBITION:
Aims high, displays exemplary work ethic and strives to succeed



COMPASSION:
Empathetic, demonstrates care for self and others



RESILIENCE:
Perseveres, shows capacity for problem solving and personal wellbeing



INTEGRITY:
Trustworthy, ethical and dependable

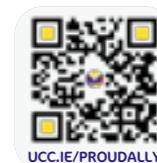
GRADUATE ATTRIBUTES PROGRAMME - SOMETHING FOR EVERYONE

NURTURING BRIGHT FUTURES

Nurturing Bright Futures is an innovative, free, online programme which has been designed by a multi-disciplinary team at UCC for all pre-entry students who may be considering third level as the next step in their education journey. It has been designed to meet them at whatever stage they may be at, whether that is starting senior cycle or starting as a college fresher.

This six-module programme is a self-empowerment, self-reflective and self-paced tool, designed to help students to make the best transition into third-level learning and life. In module four, transitioning to Higher Education, we focus on practical considerations and tips to help make the move to a new campus, to a new community and perhaps to a new neighbourhood. There are lots of helpful tips and advice to support them to live in their community and make a positive contribution and impact. The programme can be accessed via the QR or the link. Check out Nurturing Bright Futures today and learn how you can begin, belong and become part of our community

LEARN MORE &
BECOME AN ALLY





UCC STUDENT STORIES: GRADUATE ATTRIBUTES PROGRAMME

The UCC Student Stories: Graduate Attributes Programme podcast centers around the theme of #BeginBelongBecome, with each episode focusing on a core graduate attribute or value of significance to the featured student.

The podcast launched in June 2022, with the more recent episodes featuring students who have taken the Your Compass self-assessment.

The podcast aims to highlight the student voice. Each student discusses their Begin, Belong, and Become journey and the development of their core attributes and values. Students also discuss opportunities that they have been presented with, challenges that they have faced, and how they have made the most of their experiences. Each episode ends with students imparting words of advice that they would have liked to have been given at the start of their university journey.

The episodes are honest, heartwarming, and inspiring.

INSPIRATIONAL STORIES FROM OUR INCREDIBLE STUDENTS AS THEY #BEGINBELONGBECOME AT UCC

LISTEN NOW 

[UCC.IE/GAPPODCAST](https://ucc.ie/gappodcast)



TENANCY AND RENT INFORMATION

BEFORE YOU MOVE IN

Use trusted search engines, such as UCC Studentpad (studentpad.ucc.ie) to search for accommodation for the academic year.

Scams

There are many scams targeting students through social media sites such as Facebook.

A few things to be aware of to avoid accommodation scams:

- ✔ Make sure you view the property in person and meet with the landlord before you pay a deposit
- ✔ Use online maps to make sure that the property exists and the exterior matches the photographs provided
- ✔ The rental costs and the description seem too good to be true

If you are offered a room and are unsure as to the legitimacy of the listing or the contract, you can send all communication with the landlord and any photographs to resservices@ucc.ie for further advice.



TYPES OF TENANCY

1. Private tenancy (House share with other tenants)

If you have been offered a room in a house share with other tenants then you should:

Be provided with a written contract (Lease)

- ✔ The landlord and the tenant are bound by the terms in the lease so make sure to read this document carefully before signing. This is often a fixed term lease which is an agreement for a fixed period of time. The length of the academic year should be a factor before signing a lease i.e. 9 months rather than 12 months.

Check that the lease has all the Information that you need:

- ✔ Name address and contact number(s) of landlord/agent and of the tenants.
- ✔ Address of the property – make sure this matches the address of the house/apartment you looked at.
- ✔ When the contract starts and when it will end (if a fixed-term contract).
- ✔ Reasons why the contract may end. Can you sublet the room if you need to leave early?

- ✔ The amount of deposit and amount of rent payable, when payable, and how it is paid.
- ✔ Tenant obligations and landlord obligations.
- ✔ Any work that will be completed prior to tenant moving in.

Deposits

Students should not pay any deposit that is more than one month's rent. Students do not have to pay more than one month's rent in advance to secure a tenancy.

Tenants may forfeit some or all of their deposit:

- ✔ If they do not give proper notice, or leave, before the end of the fixed-term agreement. **(Find more information on page 44)**
- ✔ For damage to the landlord's property over and above the normal wear and tear.
- ✔ For unpaid bills, rent owed or other charges.

Please see the 'Once you have moved in' on **page 40** section for further information.

There may be other stipulations in your rental agreement. Read this carefully before you sign it and pay your deposit.

TYPES OF TENANCY (CONT.)

2. Student Specific Accommodation (student complex)

Students residing in student complexes often also have a fixed term lease. With a fixed term lease you may not be able to give notice if you want to leave your contract early. The complex may allow you to find another student to take over the lease of the room if you need to leave your contract early.

Similar to a room in a private tenancy, a lease will be provided to you with all the terms and conditions before you move in.

Under new tenancy laws, you are only required to pay more than one month's rent in advance if you wish to do so.



3. Room in an Owner-Occupied House (Digs)

If you have been offered a room in an owner-occupied house, then you should agree to the following in advance:

- ✓ For what length of time is the accommodation agreement going to last?
- ✓ How much of a deposit is required (one month's deposit should be sufficient)
- ✓ How much notice is required from each side to end the arrangement?
- ✓ How much rent will I pay and how often (weekly, monthly)?
- ✓ Will this rent be paid in cash or through the bank?
- ✓ Use the rent book in this booklet to keep track of your rent payments **(Page 46)**

- ✓ Are the utility bills included (such as electricity, gas, phone, broadband, TV, waste charges) For owner-occupied accommodation, it is recommended that the price including all bills.
- ✓ Will the accommodation be including or excluding meals? If excluding, you should have access to cooking facilities.
- ✓ Can you have visitors to stay overnight?
- ✓ Are there any restrictions regarding noise levels?
- ✓ Will you be permitted to stay at weekends or is the letting for 5 days only (7 day letting is recommended)?

You can request a sample 'Agreement for Living Arrangements' from our office by emailing reservices@ucc.ie if the owner of the property does not provide one.



ONCE YOU HAVE MOVED IN

- ✔ Use the inventory pages of this booklet to record all utensils and equipment in the accommodation (**Page 50**). When complete, make sure it is signed by both you and your landlord.
- ✔ If you are concerned about the condition of any item or piece of equipment, you should raise this in writing to your landlord/agent at the commencement of the tenancy.
- ✔ Check that the locks on the windows and doors are working.
- ✔ Take photos of all the rooms and the exterior when you've moved in – you should then date the photos and e-mail them to your landlord or have them sign the photos. Keep the photos in case of disputes arising when you are claiming back your deposit.
- ✔ Get a receipt every time you hand over money. Don't pay by cash, if possible.



LANDLORD RESPONSIBILITIES

Landlord and Tenants rights are set out in the Residential Tenancies Act (2004, as amended). If you are in doubt about a particular clause in your lease, you can seek information from the UCC Accommodation & Community Life Office.

Your Landlord Should:

- ✔ Register their tenancy with the Residential Tenancies Board within one month of the start of the tenancy. You can check if your tenancy is registered with the RTB under the following site: www.rtb.ie/check/index.html
- ✔ Provide tenants with a receipt or statement or rent book that acknowledges payments made for rent and any other payments (e.g. utilities) received by the landlord
- ✔ Make sure the property is in good condition and maintain the property to the standard it was in at the start of the tenancy.
- ✔ Reimburse the tenants for any repairs they carried out on the structure. Please get agreement with the landlord before carrying out any work.
- ✔ Make themselves contactable for any queries or issues.
- ✔ Give the tenant a written notice of termination at the end of the tenancy.
- ✔ Carry out regular inspections of their properties.
- ✔ Make sure there are refuse bins available for the tenant.



TENANT RIGHTS AND RESPONSIBILITIES

Rights:

- ⊙ A property that is in good condition:
 - Structurally sound
 - Have hot and cold water
 - Adequate heating
 - Electricity and gas supply must be in good repair
 - All appliances must be working. A full list of minimum standards for rented accommodation can be found on the RTB website: www.rtb.ie/beginning-a-tenancyminimum-standards-regulations-and-fire-safety
- ⊙ Privacy – the landlord can only enter the property with the tenants' permission unless every attempt has been made to contact the tenant.
- ⊙ To receive a receipt of rent payment from the landlord if paid in cash.
- ⊙ Be told about any increase in rent.
- ⊙ Be able to contact the landlord or their authorised agent at any reasonable time.

Responsibilities:

- ⊙ Paying their rent in full and on time
- ⊙ Keeping the property in good order and telling the landlord when repairs are needed. Tenants must give the landlord and those carrying out repairs access to fix the maintenance issues.
- ⊙ Ensuring they do not harm the property e.g. drying clothes inside without proper ventilation as this may cause damp to spread.
- ⊙ Allowing a landlord to carry out inspections of the property at reasonable intervals on an agreed date and at an agreed time with the tenant.
- ⊙ Letting the landlord know who is living in the property.
- ⊙ Not engaging in anti-social behaviour
- ⊙ Complying with the terms of the tenancy agreement, whether written or verbal.
- ⊙ Giving proper notice when they plan to end the tenancy (see www.rtb.ie/ending-a-tenancy/how-to-end-a-tenancy-as-a-tenant for further information)
- ⊙ Keeping a record of repairs, payments and dealings with the landlord
- ⊙ Ensuring they don't do anything that could affect the insurance premium on the property e.g. engaging in hazardous acts

What to do if problems arise:

- 1) Discuss them promptly. Keep lines of communication open, listen and be respectful to each other's requirements. Make any requests in writing and keep records.
- 2) If you are unable to resolve the dispute, then you can contact the Accommodation & Community Life Office to discuss your options.
- 3) Visit the rtb.ie website for further information on tenants and landlords' rights and responsibilities. The RTB can facilitate mediation between the landlord and the tenant or appoint an adjudicator if they are not able to resolve this themselves.



HELPFUL CONTACTS

Residential Tenancies Board

Is an independent, public body whose role is to register tenancies, operate a dispute resolution service, and regulate the residential rental sector in Ireland.

- ☎ 0818 30 30 37
- ☎ 01 702 8100.

Dispute Resolution:

- ✉ disputes@rtb.ie

Student Specific Accommodation queries:

- ✉ ssa@rtb.ie

Threshold

Provides free, independent, confidential advice to anyone in Ireland with tenancy problems.

- ☎ Freephone Helpline 1800 454 454
- ✉ advice@threshold.ie

ENDING YOUR TENANCY AND MOVING OUT OF YOUR ACCOMMODATION

Valid notice must be given to end a tenancy

Valid notice must:

- ✓ Be in writing (email, text or verbal notices are not valid)
- ✓ Be signed and dated by the person issuing it.
- ✓ Where a landlord is giving notice, they must state the valid reason and give the date by which the tenant must leave the property.

Vacating Checklist:

This is your vacating checklist to ensure that you get your full deposit back. If the property is left in an unsatisfactory state or rent/bills are unpaid, your landlord has the right to take deductions from your deposit to fix the problem.

- ✓ Bills/Rent: Ensure all rent is paid up to date and there are no outstanding bills. Take a meter reading and ensure that utility bills are transferred back into the name of the landlord if relevant.

- ✓ Inventory: Check your inventory list to ensure that there is nothing missing or damaged. If so, they must be replaced.
- ✓ Cleaning: Clean all rooms thoroughly and remove/dispose of any foodstuffs and rubbish.
- ✓ Personal Items: Remove all personal items from the house.
- ✓ Return keys to the landlord.

Before leaving the house, do a final inspection with the landlord/agent and organise receipt of your deposit. Your landlord should return the deposit promptly at the end of the tenancy, unless lawfully withheld. A landlord can deduct any rent arrears, outstanding bills, or the cost of damages (outside of normal wear and tear) to the accommodation. If a tenant terminates a tenancy early, a landlord can deduct for losses incurred.

www.rtb.ie/ending-a-tenancy/how-to-end-a-tenancy-as-a-tenant-for-further-information.

DONATING USED ITEMS

Once you have emptied the house of your belongings, you could consider donating unwanted clothes and goods to a charity shop. Some examples of items that are accepted are clothing, CDs, DVDs, books, shoes, curtains, towels, sheets, blankets, crockery, cutlery, glassware. You can check the website of the charity in question for items that they will accept.



RENT BOOK

Use this Rent Book to keep track of rental payments

Tenant Contact Details

Please complete all contact details below

Name(s) of Tenants: _____

Tenancy Address: _____

*RTB Tenancy Registration No: _____

Landlord's Name: _____

Landlord's Address: _____

Landlord's Phone Number: _____ Landlord's E-mail: _____

Agent Name (if relevant): _____

Agent's Address: _____

Agent's Phone Number: _____ Agent's E-mail: _____

*There will be no RTB number in an owner occupied property

RENT BOOK

Tenancy Details

Date of Commencement: (DD/MM/YYYY) _____

Deposit Paid: € _____

PLEASE NOTE: The deposit must be promptly returned to the tenant at the end of the tenancy. Deductions may be made or the deposit retained for default in the payment of rent and damage over and above normal wear and tear.

Rent Paid In Advance: € _____

(Tick the appropriate option):

Weekly € _____ Monthly € _____

Fixed Term € _____ per week/month/year

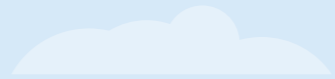
From: (DD/MM/YYYY) _____

To: (DD/MM/YYYY) _____



RENT BOOK

Other Payments



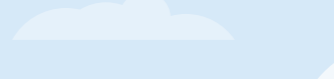
DUE DATE	AMOUNT DUE	AMOUNT PAID	DATE OF PAYMENT	SIGNED	ARREARS

Other Payments

SERVICE	DATE	AMOUNT DUE	AMOUNT PAID	SIGNED	ARREARS

RENT BOOK

Other Payments



DUE DATE	AMOUNT DUE	AMOUNT PAID	DATE OF PAYMENT	SIGNED	ARREARS





Other Payments

SERVICE	DATE	AMOUNT DUE	AMOUNT PAID	SIGNED	ARREARS

USEFUL CONTACTS

Your Community



Accommodation & Community Life Office

-  021 490 3849
-  resservices@ucc.ie
-  www.ucc.ie/en/accommodation/
-  South Lodge, College Road


South Central Safety Forum

- Peace Commissioner John O'Rourke
-  087 933 3219

Magazine Road Residents Association

-  magroadres@icloud.com
-  www.magazineroadresidents.com


Connaught Avenue Residents Association

- Liam Ronaine
-  liamronayne22@protonmail.com

Angelsea Street Garda Station





-  021 431 3031

Bridewell Garda Station




-  021 454 1012

Your Wellbeing





Student Counselling & Development

-  021 490 3565
-  counselling@ucc.ie
-  www.ucc.ie/en/studentcounselling
-  Brighton Villas, Western Rd




Student Health

-  021 490 2311
-  www.ucc.ie/en/studenthealth
-  Crows Nest, Victoria Cross Rd





Chaplaincy

-  021 490 2459
-  chaplaincy@ucc.ie
-  www.ucc.ie/en/chaplaincy
-  Chaplaincy Centre, College Road.

Niteline

-  1800 32 32 42
-  committee.uccniteline@gmail.com
-  www.ucc.ie/en/peersupportniteline/



Cork Sexual Violence Centre

-  021 450 5577
- Text: 087 1533393
- Helpline Freephone: 1800 496 496
-  info@sexualviolence.ie
-  www.sexualviolence.ie
-  5 Camden Palace, Cork city



MABS

- Money advice & budgetary service
-  (0818) 072 090
-  www.mabs.ie



Your Mental Health.ie

-  1800 111 888
-  www.yourmentalhealth.ie

Pieta House

-  1800 247 247
-  info@pieta.ie

Samaritans

- Freephone 24/7
-  01 685 9280
-  jo@samaritans.ie

LGBT+ helpline




-  01 685 9280
-  www.lgbt.ie/contact-us/

Cork Local Drug & Alcohol Task Force:





-  021 493 0100

Your University





Student IT Services

-  021 490 1886
-  sit@ucc.ie
-  www.ucc.ie/en/sit
-  Boole basement, UCC.





UCC Budgetary Advisor

-  021 490 4850
-  studentbudgetingadvice@ucc.ie
-  www.ucc.ie/en/sfsa
-  Room 1.51, First Floor, The Hub, UCC



Disability Support Services

-  021 490 4843
-  disabilitysupport@ucc.ie
-  www.ucc.ie/en/dss
-  Room 1.43, Access & Participation, First Floor, The Hub, UCC

Campus Watch





-  021 490 3849
-  campuswatch@ucc.ie
-  www.ucc.ie/en/studentexperience/campuswatch/
-  South Lodge, College Road.

UCC Campus Security





-  021 490 2266
- Emergency: 021 490 3111
-  www.ucc.ie/en/build/general/services/security/

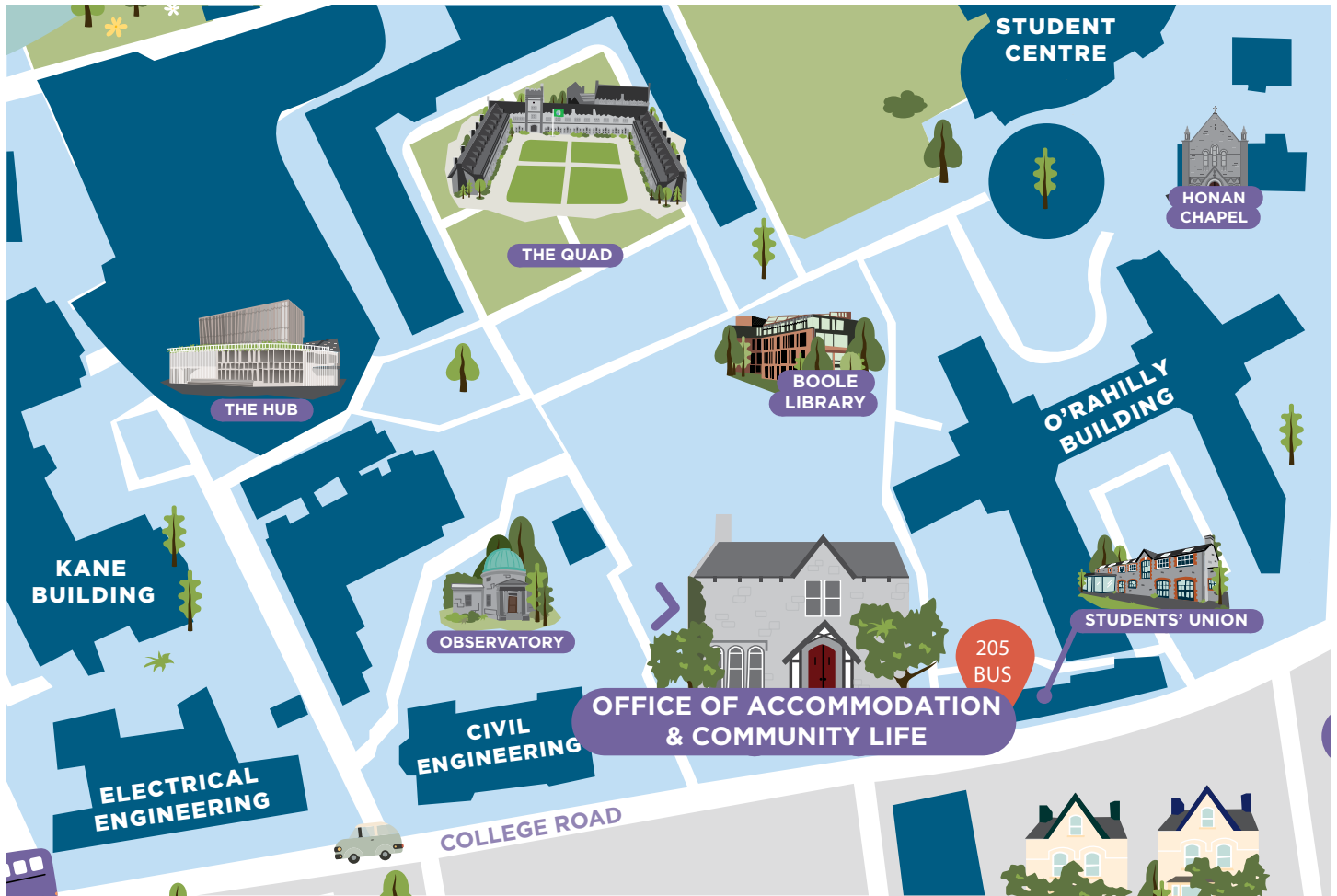
Your Tenancy

RTB (Residential Tenancies Board)

-  0818 30 30 37
-  registration@rtb.ie
-  www.rtb.ie
-  PO Box 47, Clonakilty, Cork.

Threshold Advice Centre (Housing Rights Agency)

-  Freephone helpline 1800 454 454
-  advice@threshold.ie
-  www.threshold.ie
-  22 South Mall, Cork.



STUDENT CENTRE

HONAN CHAPEL

THE QUAD

THE HUB

BOOLE LIBRARY

O'RAHILLY BUILDING

KANE BUILDING

OBSERVATORY

STUDENTS' UNION

OFFICE OF ACCOMMODATION & COMMUNITY LIFE

205 BUS

ELECTRICAL ENGINEERING

CIVIL ENGINEERING

COLLEGE ROAD