WELCOME TO LINEN QUARTER
Dear Business Member,

We’re delighted to issue the second version of our Welcome Brochure. This is designed to help orientate companies that are new to the Linen Quarter, and provide existing organisations with contacts for essential local services. These include cleansing, policing, utilities, business networks, and much more.

The Linen Quarter is a place where business and pleasure meet, and the centre spread highlights the full range of bars, cafes, restaurants and hotels within the District. Please do consider our local venues when meeting clients or socialising with your teams.

The brochure also contains information on the benefits that organisations, and their employees, can derive from LQ BID. Our services are listed on p6-8 and we encourage you to have a look. You might be surprised by just how much we offer!

Key features include our dedicated Clean Team, enhanced PSNI service, an annual events plan, and two £100k grant funds exclusively for our members. We maintain numerous local features to enhance the area, including two public squares, four parklets, a growing collection of street art, and a score of planting sites.

An increasing priority for our members is a healthier workforce within more sustainable organisations. We already provide an annual health week and offer ten company services to build a more sustainable district. In 2024 we aim to expand our sports provision for local employees, including five-a-side football, pétanque, pickleball and complimentary gym classes.

In February 2023 LQ BID extended to Dublin Road and southern Great Victoria Street, an area that had fallen into long term dereliction. At the back of the brochure we include details on the renewal of these historic streets via our “Great Expectations” partnership, funded by the Department for Communities and Belfast City Council.

Keep in touch with news and events across the District by signing up to our weekly digital mailshot and please reach out to the LQ BID staff team if there is anything else we can do to help.

Chris McCracken
Managing Director,
Linen Quarter BID
A brief history of the Linen Quarter...

The Story of the Linen Quarter began in the early 19th century, when the area developed rapidly. This was driven by three themes. First, transport connections, including a new train station at Great Victoria Street and spacious pedestrian boulevards. Second, industrial innovation, such as the tech-led revolution in Linen production. And third by a boom in hospitality and entertainment venues, driven by rising consumer demand.

Today, the Linen Quarter is developing once again along similar lines. Construction is underway for a new £250m Transport Hub which is due to open in 2025, and the Linen Quarter will be the gateway from which 20 million people per year will enter the City. We have a growing professional services and technology sector that is pioneering new innovations and creating an ecosystem attractive to further investment. Third, our vibrant hospitality sector, which boasts the highest concentration of hotels in Northern Ireland, where visitors can enjoy unrivalled food and drinks experiences as well as iconic events venues such as the Grand Opera House, Limelight and Ulster Hall.

The Linen Quarter is still defined by its beautiful red brick linen warehouses, which give the District its distinct character and sense of place. Many of these have been refurbished to provide re-imagined spaces for offices and hospitality. Likewise, our impressive Victorian landmarks have been rejuvenated, and enhanced by new contemporary landmarks, as the part of the District’s exciting transformation.

Further background about the Linen Quarter, including some of its notable buildings and people, can be found at linenquarter.org
The work of the BID is funded by business-led investment with the majority of LQ organisations paying a statutory levy. These are ring-fenced and used to fund services and events across four main themes:

**SAFE & CLEAN**

LQ BID funds an enhanced Clean Team, 6 days per week, to remove litter & graffiti from private land and power-wash streets. We have delivered over £50k of new planting across the district and bring in additional flower boxes each summer. Since 2019 we have co-funded an enhanced PSNI service for the district with a dedicated police constable to liaise with businesses, resolve problems and provide business training initiatives such as Safe Shop. Other projects include introducing new lighting, such as at Bankmore Square and pest control services.

**REGENERATION & INVESTMENT**

Current regeneration projects include ‘Great Expectations’ Streetscape Enhancement Project on Great Victoria Street and a new social space planned for the Gasworks. LQ BID support proposals for additional active travel infrastructure, and act as a key liaison point for all developers, investors and occupiers, to support investment across the district. LQ BID maintains numerous assets. Current projects include Bankmore Square Public Park, Blackstaff Pétanque Court and a number of parklets.

**PROMOTED & VIBRANT**

Promoted & Vibrant aims to rebrand the Linen Quarter as a high-quality visitor destination. The BID focuses on bringing new events as well as expanding existing city-wide events into the district. Current marketing initiatives include the City Centre Gift Card and Belfast Restaurant Week. Regular social events such as our Inter-company Pétanque Tournament make the district a more exciting place to work.

**HEALTHY & SUSTAINABLE**

LQ BID funds cycle training and accreditation and organise an annual health week, with free health checks, seminars, gym, yoga sessions and events. In 2024, we will launch the Linen Quarter Health Club which will include regular exercise classes and 5-a-side football. Our long-term aim is to transform the Linen Quarter into Northern Ireland’s most sustainable urban area with a number of initiatives including improved uptake of cycling among employees and supporting organisations to become living wage employer accredited.

Sarah Cull
Chair
028 9091 2997
info@linenquarter.org

Chris McCracken
Managing Director
07855 392511
chris@linenquarter.org

Charlotte Irvine
Finance & Contracts Manager
07590 730055
charlotte@linenquarter.org

Christiaan Karelse
Regeneration Manager
07792 000661
christiaan@linenquarter.org

Stevie Maginn
Events & Communication Manager
07597 477876
stephen@linenquarter.org

Lawrence Tingson
Sustainable District Manager
07763 773514
lawrence@linenquarter.org

Sara Elliott
Business Engagement Manager
07817 760474
sara@linenquarter.org

Constable Sarah Craig
Dedicated PSNI Officer
07825 634384
streetbeat@psni.police.uk

Ryan Magee
Clean Team Contact:
sara@linenquarter.org

Fergal Donnelly
LQ Gardener
Contact:
sara@linenquarter.org
SAFE & CLEAN

Key Contact: Charlotte Irvine
Charlotte@linenquarter.org | 07590 730055

STREETBEAT
The team is co-funded by the BID and consists of trained PSNI officers dedicated to the Linen Quarter. If you wish to report an issue contact Constable Sarah Craig on 07825 634384 (in an emergency always ring 999).

CLEAN TEAM & GRAFFITI REMOVAL
LQ Clean Team work in the area six days per week, providing enhanced litter picking, street washing and graffiti removal. LQ BID staff also conduct a weekly ‘safe & clean’ audit of the District.

PEST CONTROL
LQ BID provide a limited pest control service for outdoor public areas and we can arrange short term operations at member request.

SAFER DISTRICT FUND
LQ BID has made available a £100k Crime Prevention Fund to enhance security measures of individual businesses and deliver street-based interventions such as improved lighting and CCTV.

ENHANCED DEEP CLEANS
We carry out enhanced week-long deep cleans of the District during Spring, Summer and Christmas in high footfall areas but you can also make a request to us for other areas.

PLANTING & FLOWER DISPLAYS
We have delivered over £50k of new planting across the district and bring in additional flower boxes each spring. We are always open to ideas for new locations.

CRIME PREVENTION MEASURES
LQ BID, working with our Streetbeat team, provide business training opportunities and physical security interventions for members on request, including Safe Shop and personal safety.

REGENERATION & INVESTMENT

Key Contact: Christiaan Karelse
Christiaan@linenquarter.org
07792 000661

FLAXX BOARDWALK & PARKLETS
LQ BID has installed a number of parklets and boardwalks with planting and seating, which are free for local employees and visitors to enjoy. There are two on Linenhall Street and one at Bedford Street outside Pug Uglys, as well as the Flaxx Boardwalk on Brunswick Street, which is complete with event space and container kitchen and sits alongside our Pétanque Piste at Blackstaff Square.

BANKMORE SQUARE
LQ BID has leased Bankmore Square, and regenerated the space to provide more outdoor seating and a central reservation area which can accommodate events and is available for levy payers and community groups to lease for approved activities.

TRANSPORT ISSUES & BUILT ENVIRONMENT
Linen Quarter BID advocates for an improved built environment within the district, undertaking studies and producing reports and visuals which contribute emerging concepts for improving the public realm and road network for commercial access, and incentivising active travel. We can raise issues on your behalf.

ADVOCACY
LQ BID acts as an advocate for the district ensuring that statutory bodies provide high quality services, and we sit on a number of strategic groups in this regard. We can raise specific issues on your behalf.

LOCAL DEVELOPMENT REGISTER
LQ BID maintains an online register of local capital projects and investment opportunities. Make a request to have a property added.
PROMOTED & VIBRANT

Key Contact: Stevie Maginn
Stephen@linenquarter.org | 07597 477876

EVENTS & EMPLOYEE EXPERIENCES
LQ BID regularly organises and promotes a range of leisure activities for LQ members & employees including our Annual Inter-Company Pétanque Tournament and enhancement of the ‘Belfast 2024’ program. Check our website for the latest opportunities.

BUSINESS NETWORKING EVENTS
LQ BID holds a range of business networking events for our levy payers and district stakeholders, including business breakfasts with leading industry speakers.

VIBRANT DISTRICT FUND
LQ BID has established a £100k pot which we will use to co-fund ideas from levy payers who want to do something to improve the vibrancy of their workplace or the district.

COMMUNICATIONS & MARKETING SUPPORT
Does your business have an event happening, or is there something you wish to publicise to neighbouring businesses in LQ? We can help promote your content through our company newsletter, website and social media platforms.

DESTINATION MARKETING
LQ BID frequently carries out marketing activities to promote the district, including sense of place, events and experiences. This includes the annual ‘Belfast Restaurant Week’ which is co-ordinated by LQ BID, Belfast One and Destination CQ.

HEALTHY & SUSTAINABLE

Key Contact: Lawrence Geoffrey Tingson
Lawrence@linenquarter.org | 07763 773514

LQ BID runs a range of Health and Sustainability Initiatives, supporting members to lead healthier working lives and businesses to become more sustainable in their business practices.

For more information on Sustainability Initiatives see pages 16 & 17 and for Health initiatives see pages 18 & 19.

For more information, visit our website www.linenquarter.org or phone 028 9091 2997

BOARD MEMBERS
Sarah Cull, Danske Bank, Chair
Colin Mounstephen, Deloitte, Vice Chair
Chris McCracken, LQ BID, MD
Karen Blair, Cleaver Fulton Rankin
Eamon Butler, CBRE
Julia Corkey, ICC
Louise Doyle, Translink
Fearghal McKinney, British Heart Foundation
Michael Mitchell, ARUP
Jonathan Topping, Clayton Hotel
Andrew Wiggam, Grand Opera House

LINEN QUARTER STREETBEAT
Dedicated officer – Constable Sarah Craig
streetbeat@pnn.pnn.police.uk
07825 643284

BELFAST CITY CENTRE GIFT CARD
LQ BID works alongside Belfast One and Destination CQ to manage and market the Belfast City Centre Gift Card which has contributed over £450k additional spend to the City Centre between 2019-23. Please sign up if you would like to accept the Gift Card.

BELFAST CITY COUNCIL NOISE TEAM
envhealth@belfastcity.gov.uk
028 9037 3006

BCC ANTI SOCIAL BEHAVIOUR UNIT
City Centre officer - Jeremy Ferris
07787 835922

BCC SAFER NEIGHBOURHOOD COORDINATOR
Duty Environmental Officer
07825 140634
Out of hours (24 hr cover) 07850 499622

BELFAST TRUST DRUG OUTREACH TEAM
028 9504 1433

WELCOME ORGANISATION ASSERTIVE OUTREACH TEAM
Monday - Sunday 7am-3pm 07894 931047

BELFAST CITY COUNCIL NEEDLE REMOVAL SERVICE
(public realm and BCC premises)
sharps@belfastcity.gov.uk
028 9027 0469 (8.00am – 5.00pm)
Out of Hours 07850 499 622

ENVIRONMENTAL HEALTH SERVICES
evhealth@belfastcity.gov.uk

OTHER STREET CLEANING SERVICES
belfastcity.gov.uk/streetcleaning

SAFE & CLEAN CONTACTS

UTILITIES

NORTHERN IRELAND WATER
Waterline 0345 744 0088
Leakline 0800 028 2011
Floodline 0300 200 0100

NORTHERN IRELAND ELECTRICITY NETWORKS
0345 764 3643

GAS
Emergency 0800 002 001

WASTE DISPOSAL
RiverRidge
Angela Parke
Account Officer
Angela.parke@riverridge.co.uk
07912 480545

For more information, visit our website www.linenquarter.org or phone 028 9091 2997
WHERE BUSINESS AND PLEASURE MEET...

BARS
- SWEET AFTON
- THE PERCH ROOFTOP BAR
- RITA'S
- FILTHY MCNASTY'S
- BRENNAN'S BAR
- THE POINTS
- AN SIBIN
- WETHERSPOON
- THE CROWN LIQUOR SALOON
- PUB UGLY'S
- ROBINSONS BARS
- THE LIMELIGHT
- THE MARCUS WARD
- FRANKLINS SPORTS BAR

CAFÉS/TAKEAWAYS
- CHICKN LICKN
- CAFFE NERO
- STARBUCKS
- STARBUCKS
- CAFFE NERO
- PANAMA
- LITTLE ITALY
- BOOJUM

HOTELS
- ETAP
- CLAYTON HOTEL
- FITZWILLIAM HOTEL
- HAMPTON BY HILTON
- EUROPA HOTEL
- HOLIDAY INN
- RADISSON BLU
- LEONARDO HOTEL
- MALDRON HOTEL
- PREMIER INN HOTEL
- TRAVELOGUE

RESTAURANTS
- ACTON & SONS
- ZEN
- COCO
- FRATELLI
- JAMES STREET RESTAURANT
- NANDO'S
- NU DELHI
- PIZZA EXPRESS
- RED PANDA
- GINGER BISTRO
- THAI VILLAGE
- FLAME
BUSINESS NETWORKS

**Belfast Chamber**
028 9033 1399
info@belfastchamber.com
Belfast Chamber is the voice of business in Belfast since 1912. Belfast Chamber will lobby for and provide support for your business, representing 700 businesses of all sizes, in all sectors.

**Hospitality Ulster**
028 9032 7578
enquiries@hospitalityulster.org
Hospitality Ulster have established a collaborative network consisting of key stakeholders from across the hospitality industry to lead on the issues that affect all hospitality businesses.

**Tourism NI**
028 9023 1221
info@tourismni.com
Tourism NI, based in LQ, build the value of the industry through promotion, marketing and funding, to help improve the visitor experience.

**NI Chamber**
028 9024 4113
mail@northernirelandchamber.com
NI Chamber, headquartered in LQ, provides training and support and represents the views of its members to government. It is also part of a collaborative member across the UK and Ireland.

**The Consumer Council**
028 9067 2488
contact@consumercouncil.org.uk
The LQ based Council represent both consumers and organisations. They have the power to investigate complaints about energy, water, transport, and postal services, as well as undertake research.

**Invest NI**
028 9069 8000
enquiry@investni.com
Working from LQ, Invest NI attract new investment to the region and also work with new and existing businesses to help them compete internationally.

**Visit Belfast**
028 9024 6609
info@visitbelfast.com
Visit Belfast is the official destination marketing organisation for the Belfast City region. Visit Belfast provide extensive marketing platforms for businesses that reflect the best of what Belfast has to offer.
LQ BID has championed sustainable urban regeneration since its inception and has laid the groundwork for improved green and social space across the district, with a focus on active travel and enhanced sustainability.

Our aim is to:

1) create visually attractive facilities that enhance a sense of destination and create social and recreational space for people who live, work in or visit the area

2) improve outdoor trading space for local hospitality businesses as well as improving commercial access

3) Enhance streetscapes and built infrastructure, creating favourable conditions for attracting inward investment

As part of the first stage of our public realm improvement programme, we worked in partnership with Department for Infrastructure, Department for Communities and Belfast City Council, to re-imagine public spaces across the district including:

- ‘Welcome to the Linen Quarter’ Vinyl at Bedford Street
- 10m parklet on Linenhall Street
- Enhanced planting from the parklet on Linenhall Street to the Thomas Thompson Fountain
- Summer planting on Great Victoria Street
- 19m boardwalk at Bedford Street to provide “drinks on the deck” outside Pug Uglys
- 29m boardwalk at Linenhall Street to provide outdoor dining space for Coco and Snax ‘n the City
- Planting, tree wrap lighting and a Pétanque court in Blackstaff Square
- 43m x 9m deck on Brunswick Street, which includes seating for over 150 people, a games area and entertainment stage
- Rejuvenation of Bankmore Square, making it an accessible and vibrant green space
- Streetscape improvement works along lower Great Victoria Street and Dublin Road.

The BID has also developed a vision for the regeneration of Blackstaff square as a high-quality pedestrianised public space. We advocate strongly for improved active travel infrastructure and lobby for other sustainable transport solutions.

We act as a placemaking agency, continuously scoping out new public realm projects, and upcoming works including the installation of living walls, murals, transformation of the Gasworks central green space, and others. If you have any ideas on what you would like to see, then we’d love to hear from you!

FORTHCOMING CAPITAL INVESTMENT

- Weavers Cross District - £500m
- Belfast Grand Central Station - £254m
- North-South Glider - £150m
- Hope Street redevelopment - TBC
- Student Accommodation - £100
- Hotel Investment - The Dean, Bedford Yard, Dorchester House - £70m
- BBC refurbishment - £48m
- Kainos HQ - £30m
- Streets Ahead phase V - £30m
- Gaswork to Ormeau Bridge - £15m
LQ BID is working with members to make the Linen Quarter Northern Ireland’s first sustainable district. We are committed to weaving sustainable practices within the fabric of our district and supporting local stakeholders to do the same.

CREATING NI’S FIRST SUSTAINABLE DISTRICT

OUR KEY PROJECTS INCLUDE:

Climate Change Awareness Training
This transformative experience equips individuals and businesses with the right knowledge and tools to take meaningful and timely action against Climate Change.

Community Support
In 2024 LQ BID will pioneer a new initiative to improve links between LQ Organisations and our local communities.

Green Building - Case Study
To encourage our networks to elevate their spaces where innovation, sustainability, and design converge to create spaces that are environmentally responsible, LQ BID commissioned a green building report on Bedford House to help encourage networks to elevate their spaces and encourage environmental responsibility.

Green Energy Scheme & Guide
LQ BID has partnered with Power NI to roll out a Green Energy scheme to members with 100% renewably sourced electricity.

JAM Card
The Just a Minute Card is pioneered by the NOW Group to support those with communication disabilities or barriers. LQ BID will fund the first year of membership for our levy payers.

Living Wage Initiative
LQ BID will fully cover member’s first year of living wage accreditation fee for Charities, Public Sector and for Private organisations with up to 500 employees from the Living Wage Foundation.

Public Realm Regeneration Schemes
Just one of the exciting projects we are in the process of delivering is “Great Expectations”, a new vision for Great Victoria Street, a regeneration project that highlights history and heritage alongside biodiversity recovery.

Re(act) Festival
Our Re(act) Festival brings together experts and champions in the field of sustainability to foster meaningful collaboration and harness the power of knowledge-sharing.

Sustainable Waste Management
LQ BID has partnered with River Ridge to offer sustainable waste management services who can guide businesses through the transition towards becoming greener.

Sustainable Transport
We have commissioned Cycling UK to provide cycling friendly accreditation for employers, where LQ will fund 75% of the cost of employer accreditation, which is a national scheme led by Cycling UK.
A HEALTHY, HAPPY WORKING LIFE

According to the World Health Organisation a healthy district is not one that has achieved a particular health status, rather it is a district that is conscious of health and striving to improve it.

We hope our programme of activities inspires both member organisations and individuals to enhance their focus on health & well-being and take steps to improve. Not a giant leap. Lots of little steps.

Sign up to our newsletter at linenquarter.org/newsletter to keep updated on the regular health initiatives we offer for local district employees including free physio, yoga, mindfulness sessions and sporting activities such as five-a-side football, Pickleball and Pétanque.

PUBLIC HEALTH AGENCY
PHA are the major regional organisation for health protection. They promote health and wellbeing in workplaces by targeting over 200 new businesses annually across N Ireland. T: 0300 595 0114 www.workwell.livewell.co.uk

HEALTH AND SAFETY EXECUTIVE NORTHERN IRELAND
HSNI is the lead body responsible for the promotion and enforcement of health and safety at work standards in Northern Ireland. T: 0800 0320 121 E: mail@hseni.gov.uk

NORTHERN IRELAND CHEST, HEART AND STROKE
NICHs’s mission is to prevent chest, heart and stroke illnesses by encouraging each individual to live and maintain healthy lifestyles. NICH provides a range of tailored programmes to help, guide and support workplaces to make healthy choices. T: 028 9032 0184 E: mail@nichs.org.uk

HEALTH MATTERS NORTHERN IRELAND
Health Matters has grown to become one of the UK and Ireland’s premier Health and Safety organisations, offering an array of services that includes General Workplace, Construction and Healthcare Training and consultancy support packages. T: 028 9002 0044 E: info@healthmattersni.com

BUSINESS IN THE COMMUNITY NORTHERN IRELAND
BITCNI are committed to supporting employers to tackle mental ill-health in the workplace and have produced a range of toolkits for employers. T: 028 9046 0606 E: info@bitcni.org.uk

SUSTRANS
Sustrans support employers to encourage their employees to consider active travel in their daily routine. T: 028 9043 4569 E: belfast@sustrans.org.uk

PUREGYM
22 Adelaide St, Belfast BT2 8GD T: 0345 0133253 E: Info.BelfastAdelaideStreet@puregym.com

ANYTIME FITNESS
Lincoln Building, 27-45 Great Victoria St, Belfast BT2 7SL T: 028 9099 9576

BRITISH HEART FOUNDATION
BHF fund around £100 million of research each year into all heart and circulatory diseases and the things that cause them. Heart diseases. Stroke. Vascular dementia. Diabetes. They’re all connected, and they’re all under their microscope. T: 0808 802 1234 E: hearthelpline@bhf.org.uk

RELATE NI
Relationship Support & Counselling Service 3 Glengal Street, BT12 5AB T: 028 9032 3454 E: office@relateni.org

PARENTLINE
A free confidential helpline for parents & carers throughout NI, based in the Linen Quarter. T: 0808 8020 400 E: info@ci-ni.org.uk

THE PHYSIO GROUP
17 Ormeau Avenue, Belfast, BT2 8HD T: 028 9099 7554 E: Belfast@thephysio-group.com
Once the prominent Golden Mile, Great Victoria Street has suffered from over 25 years of decline. But something exciting is happening...

With funding from Belfast City Council and the NI Executive, we have made a number of interventions, including historic building restorations, shopfront improvements, mural paintings and habitat improvements. These have come together to create an open-air gallery along Great Victoria Street, and to improve urban ecology.

In addition to creating a more pleasant urban environment, the project aims to accelerate long term capital investment.

We have “Great Expectations” for Great Victoria Street, and are working with partners in Belfast City Council, the Departments for Communities & Infrastructure, as well as the private sector to bring these to fruition.

OPEN AIR GALLERY

GREAT EXPECTATIONS

We have “Great Expectations” for Great Victoria Street, and are working with partners in Belfast City Council, the Departments for Communities & Infrastructure, as well as the private sector to bring these to fruition.
Sign up to our regular district Newsletter to keep up to date with the latest news, events and initiatives across the district.