WELCOME TO LINEN QUARTER



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.

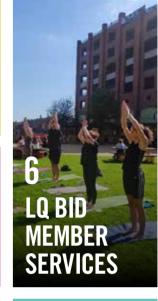
Chris McCracken

Con Contin

Managing Director, Linen Ouarter BID THE AREA

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THE AREA

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**

LINEN QUARTER LANDMARKS



- 1 BELFAST GRAND CENTRAL STATION – OPENING 2025
- 2 TOBACCO WORKS BUILDING
- **3** GRAND OPERA HOUSE
- 4 GREAT VICTORIA STREET TRAIN STATION
- 5 GREAT EXPECTATIONS OPEN AIR GALLERY
- 6 TERRI HOOLEY MURALS
- CROWN LIQUOR SALOON
- **8** BLACKSTAFF SQUARE
- 9 FLAXX BOARDWALK

- 10 GRAND CENTRAL HOTEL
- 11 LQ PARKLET @ PUGS
- 12 STUDIO GIFTING'S MURAL
- 13 ULSTER HALL / CAREY GALLERY
- 14 LQ PARKLET AND PLANTING
- 15 THOMAS THOMPSON FOUNTAIN
- 16 BBC BROADCASTING HOUSE
- 17 BANKMORE SQUARE

- 18 LINENHALL STREET BOARDWALK
- 19 ADELAIDE STREET BOARDWALK
- **20 ORMEAU BATHS**
- 21 ST MALACHY'S CHURCH
- 22 GASWORKS WATER FOUNTAINS
- GREAT EXPECTATIONS -STREET ART & URBAN ECOLOGY PROJECT

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ABOUT US

The work of the BID is funded by business-led investment with the majority of LO organisations paying a statutory levy. These are ring-fenced and used to fund services and events across four main themes:

SAFE & CLEAN

LO 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.



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 Ouarter Health Club which will include regular exercise classes and 5-a-side 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.



events. In 2024, we will launch the Linen football. Our long-term aim is to transform the Linen Quarter into Northern Ireland's



Sarah Cull Chair 028 9091 2997 info@linenguarter.org



Chris McCracken Managing Director 07855 392511 chris@linenguarter.org





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



Christiaan Karelse Regeneration Manager 07792 000661 christiaan@linenquarter.org



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



Square West.

Belfast BT1 6JH

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: charlotte@linenguarter.org



Fergal Donnelly LQ Gardener Contact: charlotte@linenquarter.org

LQ BID MEMBER SERVICES

LQ BID MEMBER SERVICES

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.

LINEN QUARTER BID | WELCOME PACK

SAFE & CLEAN CONTACT

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 levypayers 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.

WELCOME PACK

Every levy payer in the district will receive a Welcome Pack including a guide to the area and a £10 Belfast City Centre Giftcard.

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.

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 Corkev.

ICC
Louise Doyle,

Translink

Fearghal McKinney, British Heart Foundation

Michael Mitchell,

Jonathan Topping, Clayton Hotel

Andrew Wiggam,Grand Opera House

LINEN QUARTER STREETBEAT

Dedicated officer –
Constable Sarah Craig
streetbeat@psni.pnn.police.uk
07825 634384

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

EXTERN STREET INJECTORS SUPPORT SERVICE (SISS)

To assertively engage with street injectors **0800 085 8426**

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 envhealth@belfastcity.gov.uk

OTHER STREET CLEANING SERVICES belfastcity.gov.uk/streetcleaning

LINEN QUARTER BID CLEAN TEAM

Forward requests to **charlotte@linenquarter.org**

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

LINEN QUARTER BID 1 WELCOME PACK

LINENQUARTER.ORG

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BUSINESS NETWORKS



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.



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.



028 9022 0004 info@retailni.com

Retail NI is Northern Ireland's only locally based retail and wholesale business organisation that provides professional advice and gives a voice to the independent sector.



028 9010 1100 ni.mail@cbi.org.uk

Confederation of British Industries NI, based in LQ, is part of a wider organisation that speaks on behalf of 190,000 businesses at the most senior levels.



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.



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.



The Consumer Council

028 906 / 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.



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.



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.

LINEN QUARTER BID I WELCOME PACK



IMPROVING THE PUBLIC REALM

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:

- 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 £264m
- 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
- redevelopment **TBC** Streets Ahead phase V £30m
 - Gaswork to Ormeau Bridge £15m



LINEN QUARTER BID | WELCOME PACK



individuals and businesses with the right and timely action against Climate Change.

to improve links between LQ Organisations

and design converge to create spaces that are environmentally responsible, LQ BID commissioned a green building report on Bedford House to help encourage networks

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. LO 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.

HEALTHY DISTRICT

JOIN OUR ANNUAL LQ HEALTH
WEEK, AND TAKE PART IN A
PACKED SCHEDULE OF EVENTS
AND INITIATIVES FOR ALL AGES
AND ABILITIES.

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 555 0114

www.workwell-livewelll.co.uk

HEALTH AND SAFETY EXECUTIVE NORTHERN IRELAND

HSENI 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 stoke illnesses by encouraging each individual to live and maintain healthy lifestyles. NICHS provides a range of tailored programmes to help, guide and support workplaces to make healthy choices.

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 9089 7554

E: belfast@thephysio-group.com

GREAT EXPECTATIONS OPEN AIR CALLFRY

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.

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.

- 1 HOLIDAY INN MURAL
- 2 HOPE ST MURALS & PLANTING
- 3 86-88 GREAT VICTORIA ST
- 4 URBAN ECOLOGY SITES
- 5 COLOURED BOLLARDS
- 6 FANUM HOUSE VINYLS

- 7 PARK HOUSE & STREET PLANTING
- 8 FORMER SHAFTESBURY HOSPITAL
- 9 HOPE FELLOWSHIP MIGRATORY BIRDS MURAL
- 10 GRAND CENTRAL STATION & WEAVER'S CROSS VINYL
- 11 PUNK MUSIC / TERRI HOOLEY MURAL
- 12 LIVING WALL
 / GREEN WALL
 (ULSTER BANK
 BUILDING,
 SHAFTESBURY
 SQUARE)
- 13 GREAT VICTORIA STREET STORYBOARDS





Sign up to our regular district Newsletter to keep up to date with the latest news, events and initiatives across the district.

Linen Quarter BID

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028 9091 2997 linenquarter.org info@linenquarter.org

X 6 0 in @linenquarter

