

2022 *Families Guide*

ACCOMMODATION | NGĀ WHARENOHO



THE UNIVERSITY OF
AUCKLAND
NEW ZEALAND

Ihirangi

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Nau mai, haere mai! **Welcome!**



Kia ora and welcome to the extended accommodation whānau.

Attending university is not only a life changing experience for students, it can also be a time of anxiety and major adjustment for whānau and other significant adults, especially if this is your

first child to do so. Universities view students as independent young adults, however, parents may still see them as children. Because of this, it can be difficult to understand certain things, such as why parents cannot obtain information regarding their child's comings and goings.

To ease this transition, we have created this guide to give you the tools to support your child and understand the importance of student responsibility and independence. It will also give you a window into the living and learning experience your loved one will experience throughout this year.

Being part of a safe and supportive residential community makes a difference to the university experience, especially for those who are living away from home for the first time. The entire Accommodation Team is passionate about the success and

development of our residents. We have spent a lot of time, thought and effort to make sure that our Halls of Residence are the best place for students to begin their journey to make the world a better place.

On behalf of the team, I welcome you and your loved one to accommodation at the University of Auckland.

Kind Regards,

Aimee MacAskill (She/Her)
Kaitaki (Wharenoho) | Associate Director

Ngā Wharenoho | Accommodation,
Campus Life

[Waipapa Taumata Rau | The University of Auckland](#)

We're here to support our residents

Accommodation | Ngā Wharenoho at the University of Auckland and our partners are committed to providing an outstanding level of customer care. We strive to maintain this through staff development, regular reviews and acting on feedback. This charter describes the customer care experience you can expect.

Our team | Kaimahi Wharenoho

The support team at Accommodation | Ngā Wharenoho provide residents with a comfortable living environment that lets them enjoy student life as they work towards academic success. This dedicated team works closely with a range of University services to ensure residents have access to the support they might need at any time.

Associate Director, Campus Life (Accommodation) | Kaitaki Wharenoho

The Associate Director for Campus Life responsible for accommodation is tasked with the strategic direction and development of the department, oversight for service delivery and all aspects of operations. The Associate Director heads up the Accommodation Leadership Team.

Head of Operations – Accommodation | Urumatua Whakahaere – Wharenoho

The Head of Operations – Accommodation provides strategic leadership and effective operational management and is accountable for the overall delivery of the student accommodation service. This includes overseeing staff, the residential experience and customer care programme, effective operation of Halls and Residences, policy and procedure development and ensuring services align with the strategic goals and ambitions of the university.

Residential Experience Officers | Pou Wheako Wharenoho

The Residential Experience Officers work to deliver vital services to Residents. They will oversee our Inter-Residential programme, support delivery for PASS mentoring, head up the Residential Advisory Committee and support research into good practice that ensures we continue to innovate and evolve.

Resident Managers | Poutaki Wharenoho and Resident Coordinators Kairuruku Wharenoho

Resident Managers live on-site or near a student residence. They provide on-site support for students and ensure that the accommodation community is safe, comfortable, supportive, conducive to academic success, personal growth, and is responsive to the needs of students. They work with Resident Coordinators, who support the wider team in the evening in areas of emergency response and engagement. Our support team work with RAs to help manage student behaviour and ensure a high level of residential service and connection to university support.

Resident Advisers | Kaitohutohu Wharenoho (RAs)

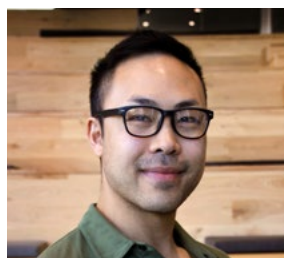
Our RAs are trained, high-achieving senior students employed by the University. Their role is one of academic role modelling and personal support. They connect our residents to leadership, social and academic development opportunities on campus and in the community. RAs live on-site and are the first port of call for students needing assistance or support as they navigate the challenges of being a tertiary student living away from home.

Peer Assisted Study Session Mentors (PASS Mentors)

Our first year Halls of Residence will have a small number of dedicated volunteers that come in once a week to facilitate peer assisted study sessions. These are centred around students being role models and supporting each other problem solving their academic questions. Our PASS Mentors are high achieving students who have been selected to support our residents one hour a week.

Accommodation Solutions team

Accommodation Solutions market our halls and residences and support school leavers to make informed decisions about where to live. They also support technology requirements, process applications, offers and residential agreements. As well as advise students on external accommodation in Auckland.



Accommodation Commercial team

The commercial team is responsible for ensuring our buildings and facilities are safe suitable and well maintained. Led by the Commercial Manager, the Commercial team works the Accommodation Building Manager and Maintenance Officer to make sure facilities are kept in top shape. The Commercial Manager works with landlords in our leased buildings.



About Accommodation / Ngā Wharenoho

Our Accommodation Vision Statement

To establish a community which promotes hauora and enables all to reach their full potential.

Our Accommodation Mission Statement

Accommodation | Ngā Wharenoho will contribute to the University's mission by working in partnership with the University community to provide high quality, innovative, supportive, and sustainable student accommodation services.

Accommodation | Ngā Wharenoho will achieve its mission by providing a safe and supportive living environment conducive to academic success and personal growth, as well as creating an inclusive community promoting involvement and personal responsibility.

To ensure success and evolution of services, Accommodation | Ngā Wharenoho consults and engages residents in the continuous development and monitoring of the experience. The accommodation practice builds upon the international and domestic codes for pastoral care for tertiary students.

Our Accommodation Adopted Whakataukī

*He waka eke noa –
We're all in this together!*

Code of Practice for the Pastoral care of domestic and international students

Accommodation | Ngā Wharenoho is committed to continual improvement and delivery care for our residents that meet the expectations outlined in the New Zealand national Code of Practice pastoral care standards for both domestic and international students. Learn more: assets.education.govt.nz/public/Documents/Pastoral-Care-of-Domestic-Tertiary-Education-Students/Education-Pastoral-Care-of-Tertiary-and-International-Learners-Code-of-Practice-Nov-2021.docx



Our halls of residence key contacts

GRAFTON HALL

Address: 10A Carlton Gore Road,
Grafton, Auckland, 1023, New Zealand

Email: graftonhall@auckland.ac.nz

Phone: +64 9 373 7599 extn. 82221

Grafton Hall is located on the Grafton Campus close to the Newmarket and Parnell shopping precincts, while still being a short walk away from the City Campus. Grafton Hall is comprised of three buildings, which are home to 324 students.

Resident Manager | Poutaki

Wharenoho: Melissa Leaupepe

Resident Coordinator | Kairuruku

Wharenoho: Nico Hendrikse

Administrator | Kaiwhakahaere:

Cherrie Jongco

O'RORKE HALL

Address: 16 Mount Street, Auckland,
1010, New Zealand

Email: ororkehall@auckland.ac.nz

Phone: +64 9 373 7599 extn. 35000

O'Rorke Hall is a 12-storey Hall of Residence home to 366 students each year and located on the City Campus. O'Rorke Hall is our oldest hall.

Resident Manager | Poutaki

Wharenoho: Melissa Leaupepe

Resident Coordinator | Kairuruku

Wharenoho: Bobby Lee

Administrator | Kaiwhakahaere:

Cristie Ibanez

UNIVERSITY HALL – TOWERS

Address: 30 Whitaker Place,
Auckland, 1010, New Zealand

Email: universityhall@auckland.ac.nz

Phone: +64 9 373 7599 extn. 89191

University Hall is our second largest first year community and comprises of two buildings. The Towers Building houses 442 residents in a corridor style hall.

Resident Manager | Poutaki

Wharenoho: Caroline Adams

Resident Coordinator | Kairuruku

Wharenoho: Jess Boniface

Administrator | Kaiwhakahaere:

Karyn Baker

Weekend Receptionist |

Kiripaepae: Kerryanne Mayhew

WAIPĀRŪRŪ HALL

Address: 35 Whitaker Place,
Auckland, 1010, New Zealand

Email: waiparuruhall@auckland.ac.nz

Phone: +64 9 923 3400

Opened in 2020, Waipārūrū is home to 955 residents across two complexes, making it our largest hall. Buildings 441 and 442 house 786 catered first year students, while Whitaker Block houses 169 residents in self-catered co-living style.

Resident Manager | Poutaki

Wharenoho: Allan Gifford

Resident Coordinator | Kairuruku

Wharenoho: Luke Dawson and Teri Fong

Administration Team Leader |

Kaituki Whakahaere: Gina Park

Night Supervisors | Kaitūtei Pō:

Ronald Casanova and Kai Mutemeri

Receptionists | Kiripaepae:

Masoumeh Abbasi, Ian Leaupepe,
Vaimoana Va'ai and Michele Giron

What you need to know before move in day

Accommodation fees

All residents, as contract holders, are responsible for the payment of their accommodation fees. We believe this level of accountability helps students to gain independence and develop into responsible adults.

If your child is over the age of 18, we cannot disclose their account information to anyone, including parents and guardians. If you would like to see any account information, please ask your child to forward the details to you.

Extensive information regarding making payments is included in the welcome information emailed; however, it is important to note that the move-in cost is due before Sunday 21 February, 2022. For more information on accommodation fees please refer to our website.

Car parks

Our Halls of Residence have limited parks available, at an additional cost. Car park applications will be included in each residents' welcome information and should be returned as soon as possible to be considered. Parks are allocated on a need and first in, first served basis.

Catering

All four Halls of Residence are fully catered and students are served 19 meals a week. Please note, if a student is not able to make a meal, there is no rebate provided.

Catering is provided through Flame Tree Campus Kitchen who ensure that the nutritional needs of our students are met across all residences.

Immunisations

The University's Covid-19 vaccination policy and procedures take effect on 4 January 2022. Find here (www.auckland.ac.nz/en/news/notices/2021/uoa-confirms-vaccinationpolicy.html) information regarding conditions to be on campus as a student, staff, or visitor – including vaccine mandates, exemptions, and requirements on My Vaccine Pass. Please note that all Accommodation residents, staff, and visitors must be fully vaccinated against Covid-19 and have their My Vaccine Pass to enter Accommodation buildings. Contact your Accommodation team with any questions.

Please make sure that your child has up-to-date inoculations for infectious diseases such as MMR (measles, mumps and rubella) whooping cough, diphtheria, chickenpox and polio. It is

strongly recommended that they consider getting immunised for meningococcal disease particularly groups B and W.

The Meningococcal ACWY vaccine is currently free for all young people aged between 13 and 25, who live in boarding school hostels, tertiary education halls of residence, military barracks and prisons. After 30 November 2020, eligibility will change to include only those who are entering their first year of living in such institutions. Please take this wonderful opportunity to get immunised. Here is a link to Immunise against Meningococcal Disease, www.healthed.govt.nz/resource/immunise-against-meningococcal-disease

Upon arrival, your child will be asked to complete a medical information form which will ask for confirmation on a student's vaccination status.

Maintenance and room inventory

All of our residents are required to complete an online room inventory when they move into a hall. This inventory is referenced when they move out, and changes to it, such as missing items or damage to property, could affect what they are charged for as cost-recovery. Please encourage your child to complete this form within 24 hours of arrival.

Our students are responsible for logging maintenance issues and we work hard to resolve these issues in a timely manner. Once a maintenance job is logged students can expect the following response times:

Urgent – Same day
High – 24 hours
Routine – 5 work days

If your child tells you about a maintenance issue where they are living, please encourage them to log the issue and to talk to our team on reception.

Move in day

In 2022 our Halls of Residence will open on **Saturday 19 February**. We have a full orientation programme starting that evening, and encourage residents to move in on this day. Our teams are available from 8:30am to check students in. More information regarding arrival and opening day is sent to each resident before the arrival date. We do ask our whānau to have left the halls by 4:30pm so that we can start our orientation programme.

Orientation | Hui whakatakatū

Sunday 20 February to Sunday 27 February is Orientation Week for our residents. This week gives everyone an opportunity to get to know the University and Auckland and fellow students in their hall. Halls host events like scavenger hunts, campus tours, quiz nights. Please remember your child will be involved in various orientation sessions and activities during Orientation Week and they may not be in constant contact – especially if they are in a University welcome lecture!

Room allocation

Rooms are allocated by the Resident Manager. We will consider student needs when allocating rooms but cannot guarantee everyone's room preference. Students need to remain in their allocated bedroom for at least two weeks before we consider room changes. There is a cost associated for those who have a room change approved.

Tours, Mihi Whakatau & Families welcome session

Parents, caregivers, and wider whānau are welcome to come on tours of the University of Auckland City Campus. You will be able to explore our campus and check out where your loved one will be learning in 2022. At the end of each Campus Tour there will be a Mihi Whakatau and Families welcome session where you will be formally welcomed to the wider campus community, you will hear from our Accommodation Leadership team and finally buy some merchandise to be a proud UoA Parent!

Your child does not need to join you for this session, because they will receive all this information with their peers throughout their orientation.

Learning outcomes for whānau

By participating in this session, you will be able to:

- Be familiar with the City Campus
- Understand where and how Accommodation fits in at the University
- Understand the services and support provided by Accommodation
- Recall the Accommodation support team for your loved one
- Recognise and understand how the relationship with your loved one will change
- Know how to contact Accommodation should they have any further questions

Accommodation | Ngā Wharenoho take an intentional learning outcomes approach to our programming for residents. This gives you a taste of how we organise our learning outcomes.



Tour and welcome session times

There will be two welcome information sessions and campus tours on Sunday 19 February. Campus tours will finish at the welcome information sessions.

Campus tour one: Departing 1pm from outside each Hall of Residence

Information session one: Starting at 2pm in the Owen G. Glenn Business school

Campus tour two: Departing 3pm from outside each Hall of Residence

Information session two: Starting at 4pm in the Owen G. Glenn Business school

Tours will be led by Student volunteers from the University.

Please note that we are walking to all locations. If you are not able to walk long distances (particularly our Grafton Hall Whānau) please let us know so we can try make other transport arrangements.



Student responsibility and parenting from a distance

There is no question that the first year at university is a transitory period for students. Many would agree that it is one of the most important steps in a person's life. However, it is also a transition time for the students' parents and families. Sometimes parents can have a difficult time adjusting and accepting the newfound freedom that their child has when they are away from home.

In many cases, when a family member leaves for university, other family members experience a sense of loss. They will not be around, and it can be hard to accept that the student will have to discipline themselves when it comes to homework, curfews and lifestyle choices. Those who have kept careful watch over their child's comings and goings may not feel comfortable sending them off to university all alone.

Recognising that your child is now an adult, responsible for choosing their own course of study and making decisions about their lifestyle (i.e. curfews, alcohol use and smoking) can be difficult for even the most open-minded parent. An important function of the Halls of Residence is to serve as a steppingstone to full independence and supporting the student as required.

To complicate matters, university is often viewed differently by parents and students. For example, parents are concerned about student safety and academic success. Students, however, often place equal emphasis on making their own choices, setting their own schedules, engaging in new activities and meeting new people.

Parents need to understand the significance of student responsibility. While university is certainly about achieving a degree, it is also about learning, discovering yourself and making personal choices.

We remind parents that releasing student information (academic and personal) cannot happen unless there are very serious concerns about a student's safety, or if they are under the age of 18.

It can be tricky viewing your child as a young adult. We encourage our students to take responsibility for:

- choosing and making new friends
- learning to accept differences among individuals who they live and work with

- gaining independence
- dealing with the pressures of conflict
- finding positive outlets for relieving stress
- increasing self-discipline and making personal choices about what is important and what needs to be accomplished
- creating and maintaining their own schedule
- prioritising their own goals and obligations
- setting their own standards of hygiene and neatness
- expressing the type of sexual intimacy in which they wish to engage, and respecting their potential partner's wishes when intimate
- finding the proper balance between academic and social demands
- determining their own sleep needs.

In addition, they need to make important choices in regard to:

- course work and plan of study
- values
- extracurricular involvement
- time management
- lifestyle issues
- diversity awareness
- finances
- interpersonal relationships
- alcohol, tobacco and other drugs use/abuse.

Students cannot accomplish these things if parents and University staff are overly involved. Students need the freedom to make their own choices and their own mistakes!

However, the Accommodation Team can guarantee that students living with us are in a reasonably safe environment and they will learn and grow as a result of any choice(s) that they make – good, bad or indifferent with our unwavering support.

The rollercoaster of first year at university

Accommodation | Ngā Wharenoho at the University of Auckland and our partners are committed to providing an outstanding level of customer care. We strive to maintain this through staff development, regular reviews and acting on feedback. This charter describes the customer care experience you can expect.

START OF THE YEAR

Moving out of home
Independence, and an exciting new life

Attend Orientation events
Join Clubs
Get organised

ENGAGEMENT

Getting more organised
Excitement about academic
and social life at uni
Joining clubs

**Inter-Semester
Break**

EXAMS

Fear of first uni exams

Check exam details
Eat, sleep and exercise well
Attend study groups

**6 WEEK
DIP**

Course doubts
handling relationships & homesickness
Dealing with workload
Visit Uni Career Services
Attend study groups
**Get advice - budgeting - studying
or personal**

Tips for families of university students:

- Encourage self-management and decision-making and affirm this aspect.
- Send surprise care packages or mail! Your child will love the thought put into it!
- Technology is amazing for keeping in touch with students. Set up apps such as WhatsApp, Viber or use Skype to keep in touch with your loved one.
- Check out holiday breaks early to get good travel deals.
- Listen actively to worries and woes but 'accentuate the positive'.
- Be mindful that everything is new, new, new which can be quite over-whelming.
- It does take time for the social 'jostling' to settle and this can create real anxiety.
- Maybe limit contact at times as this can sometimes be unsettling e.g. start of the year frequent texting/calls.
- Encourage the student to go to the designated Resident Adviser (RA) as a first point for help or advice.
- Help with homesickness by suggesting the following:
 - Take one day at a time.
 - Set little achievable goals.
 - Break the year into small bites.
 - A trip home for the first midsemester break
 - Use the homesickness resources given out in 'O' week
 - Spend time reflecting on the positives achieved since arriving
- Encourage stepping- out of the comfort zone to meet new people in the community, especially at the start of the year when everyone is facing the same challenges (activities are organised to assist with this aspect).
- Be empathetic, remember how it felt at this age and stage

END OF YEAR

Excitement!
Where to live next year?
Enrolling in courses for next year
Summer plans

EXAMS AGAIN

Pressure and stress

Eat, sleep and exercise

6 WEEK DIP

High workload & pressure
Contact Student Counselling
and/or the Student Learning
Centre if you need to

Are you worried?

The Accommodation Management team have experience dealing with a range of issues. They will not always be able to provide you with full answers without student permission, but can follow up on any concerns you might have.

When will we contact you?

We will only contact you when your child is in a serious emergency situation, or they have asked that we get in touch. We strongly encourage you to connect with your child regularly.

Our frameworks for students

Waka of Wellbeing

Introduction

The holistic success of our students and the experience they have while living in here is at the core of what we do in University accommodation. Every accommodation event focuses on wellbeing. Our success toolkit is represented as a waka, and each paddle of the waka symbolises an area of our framework.

The waka is a symbol of the University as the vessel that carries students forward in pursuit of education.

The paddles in our waka (parameters for success) are:



Mind Hinengaro

Ensuring our academic success, emotional state and finances are balanced, with connection to support readily available.



Spirit Wairua

Understanding ourselves, our values and feeling connected with our community and what brings us fulfilment.



Environment Whenua

Reflecting on both our personal and global environment, making sure we are positioning ourselves into a healthy place for success.



Social Whanaungatanga

Taking opportunities to form successful relationships, connect with others and build networks and memories with others.



Body Tinana

Looking after ourselves physically, through an awareness of our body's development and ongoing care, ensuring that we are able to achieve.



Customer Care Charter

Accommodation | Ngā Wharenoho at the University of Auckland and our partners are committed to providing an outstanding level of customer care. We strive to maintain this through staff development, regular reviews and acting on feedback. This charter describes the customer care experience you can expect.

Our promises to you will be:

<p>To act in a genuine TRANSPARENT  friendly & PROFESSIONAL MANNER</p>	<p>To develop  authentic PARTNERSHIPS FOCUSED ON positive outcomes</p>	<p>To work proactively ON MAINTAINING OUR ACCOMMODATION,  but to work quickly and positively to rectify anything that goes wrong</p>
<p>To ensure that our staff are CAREFULLY SELECTED, SUPPORTED & DEVELOPED to deliver our services </p>	<p>To actively listen, review  AND ACT APPROPRIATELY ON ALL feedback & suggestions</p>	<p>TO APOLOGISE if we make a mistake </p>

Our service to you will:

- Provide safe, clean and comfortable living environments for students
- Deliver a quality, intentional service, focused on developing positive outcomes for students
- Respond to all enquiries promptly and in a professional manner
- Provide advice and support regarding private accommodation where appropriate
- Handle financial transactions in a compliant and safe manner
- Ensure staff participate in regular training to ensure we are useful to the diverse student community.
- Value privacy and treat all personal information confidentially
- Provide student with systems, tools and skills to solve problems and be self-sufficient

You can help us by:

- Being polite, honest, courteous, mature and patient
- Responding to requests in a timely manner
- Providing factual, accurate and timely information to clarify your need upfront
- Informing us of any changes in your requirements
- Respecting the safety, privacy and needs of all others
- Taking responsibility for your actions and learning

Feedback on our service:

If there are aspects of our accommodation service you are not satisfied with, please let us know. We constantly strive to improve our service, and welcome feedback either directly with team member or by email (accom@auckland.ac.nz)



Academic assistance

We endeavour to provide an environment that is conducive to academic excellence and success. If your child requires academic assistance, encourage them to chat with their accommodation team, as they can help to make the necessary arrangements.

Accommodation promotes self-motivated learning. Students are encouraged to create and join study groups, either general or subject focused. RAs assist these groups wherever possible. Residents must be full-time University of Auckland students and they are expected to attend their lectures, tutorials and laboratory sessions.

Peer Assisted Study Sessions (PASS)

Our Halls of Residence provide students with access to Peer Assisted Study Sessions (PASS). PASS sessions are held in the evenings and aim to complement their work in lectures and tutorials as well as provide networking opportunities. Sessions are led by senior students known as PASS Mentors. If you are interested in what programmes are being offered, just ask a member of the Accommodation team.

Accommodation arrangements during a pandemic

During a global pandemic, like H1N1 in 2009 or COVID-19 since 2020, directed accommodation will remain open, unless otherwise directed. The University has specific policies and rules for the safety of all residents, staff and community members in these situations.

In the event of a pandemic all residents are expected to follow:

- Ministry of Health directives and guidelines
- Instructions from accommodation and other University staff

- Social distancing guidelines and restrictions
- Sanitising requirements
- We also ask our residents to:
 - Report to on-site staff member confirming their location
 - Report any illness that they or a neighbour is currently experiencing
 - Abide by best practices and recommendations provided by on-site staff
 - Limit any movement and conduct as and when required by on-site staff
 - Await further instructions from the University, Ministry of Health, local council, central government or emergency services

During a pandemic lockdown staff will support students, mainly through a digital presence. Staff will still be in buildings to safely respond to emergency and welfare situations.

If accommodation does remain safe and open your Accommodation fees will still apply unless otherwise specified by the University.

Learn more about our Covid-19 plans: www.auckland.ac.nz/en/on-campus/accommodation/university-accommodation/resident-support/covid-19.html

Important note for parents

Accommodation is contracted with our students directly, and as legal adults they are responsible for making their own decision as to where they stay. We ask you to support your child with these difficult decisions in uncertain times.

Pre-arrival checklist for students and families

This is not an extensive list, but does provide some important topics to be considered before arriving:

- | | |
|---|---|
| <p><input type="checkbox"/> Have you read and understood the welcome information sent from the Accommodation team?</p> <p><input type="checkbox"/> Have you applied for any StudyLink Government support?</p> <p><input type="checkbox"/> Have the necessary documents been submitted to support your StudyLink application? Have you received (or arranged to receive) all your immunisations before your arrival? Have you had a conversation around fee payments and how these will work?</p> <ul style="list-style-type: none"> • Have you set up an automatic payment? • Have you talked about logging into the Accommodation payment portal? • Do you understand how to budget? <p><input type="checkbox"/> Have you had a conversation around communication with home and what your expectations are around this?</p> <ul style="list-style-type: none"> • Phone plans? • Skype, Facetime, Zoom • Voice apps like WhatsApp, Viber, Messenger and WeChat. | <p><input type="checkbox"/> Do you have your essentials packed and ready to go for move in day?</p> <ul style="list-style-type: none"> • Bedding and towels • Toiletries • Personal items • Clothing • Stationery • Laundry powder and basket • First aid kit <p><input type="checkbox"/> Have you had a conversation around what you would do in the event of a pandemic lockdown?</p> <ul style="list-style-type: none"> • Remain in residence, return home, understanding fees may still apply? <p><input type="checkbox"/> Have you submitted your arrival date and time information?</p> <p><input type="checkbox"/> Do you have your enrolment documents sorted for classes?</p> <p><input type="checkbox"/> Anytime someone leaves home, it can be a stressful time for everyone. Have you thought about organising a special family event to celebrate the next step?</p> |
|---|---|



2022 Ture Wharenoho / Residential Rules

Wharenoho Horakai | Catered Halls of Residence

These rules are based on many years of experience in managing student accommodation. They are designed to ensure that the community life in accommodation is maintained and that an environment exists that is conducive for everyone to study, to sleep and to have positive social experiences. The underlying principle is consideration for others, particularly with regard to noise levels.

The Residential Rules form a part of your Residential Agreement. These rules apply to Grafton Hall, O'Rorke Hall, University Hall – Towers, Waipārūrū Hall (including Waipārūrū - Whitaker block). By signing the residential agreement, you agree to abide by these rules.

The 2022 Residential rules are in effect from 1 January 2022 through 31 December 2022. If you have any feedback or clarifying questions about the Residential Rules please address these to the Head of Operations – Accommodation and email residentialexperience@auckland.ac.nz.

1. DISCIPLINARY AUTHORITY, FINES AND LEVIES
2. BEHAVIOURAL RULES
3. ALCOHOL, DRUGS AND SMOKING
4. PROPERTY AND BUILDING
5. SAFETY AND SECURITY
6. LEAVING THE RESIDENCE
7. CANCELLING YOUR RESIDENTIAL CONTRACT
8. VISITORS
9. TO RULES

1. DISCIPLINARY AUTHORITY, CONDUCT MANAGEMENT PROCESS, FINES AND LEVIES

The rules are formulated with a view to the safety and welfare of residents, consideration for the needs of others, and the protection of property.

The rules are intended to benefit all residents. However, the expectations of you outlined in the rules should not be seen as an exhaustive list. In becoming a resident, you become a member of the residential community and accept the responsibilities and obligations of being a good neighbour and citizen, whether or not they are detailed in the rules.

If you fail to comply with these rules and any updated or variation of them which is notified by management at your residence, it will constitute a failure by you to comply with the provisions of your Residential Agreement and may lead to disciplinary action against you, including termination of your right to reside in the residence.

You must at all times comply with these residential rules, the policies of the University of Auckland and all New Zealand law. This includes additional rules and regulations implemented by the Head of Operations - Accommodation and the members of the Accommodation Management team and/or any duly authorised agent of the University.

The Head of Operations - Accommodation or their designated authority has the power to take disciplinary action as outlined in the University Statutes (refer: University Statutes / Statute for Student Discipline, clause 3(g)).

CONDUCT MANAGEMENT PROCESS

Accommodation will follow a conduct management process should there be a breach of residential rules, or other conduct matters that require attention. You can refer to the Accommodation conduct management process here: www.auckland.ac.nz/en/on-campus/accommodation/universityaccommodation/resident-support/resident-conduct.html

You can appeal outcomes of a conduct process to the Associate Director, Campus Life (Accommodation) if you believe that you have been unfairly treated or the process has not been followed.

Address all appeals to the Associate Director, Campus Life (Accommodation)

Email: accom@auckland.ac.nz

DISCIPLINARY FINES

- The Head of Operations - Accommodation, or their delegate, has authority to impose disciplinary fines on you.
- The Head of Operations - Accommodation can impose fines of up to \$1500 on you if you breach the rules. You are expected to pay on receiving the notification of the fine, unless you make some other arrangement with the Head of Operations – Accommodation or their delegate person(s).

LEVIES

- You are responsible for your own actions, and you have a collective responsibility to the residential community.
- Levies can be imposed on each resident for costs incurred to repair damages/losses that cannot be attributed to a resident or group of residents, with the cost of repair or replacements attributed equally to those residents on a floor or the residence as a whole. Such levies cover the replacement of stolen or lost property, such as cutlery and crockery from the Dining Hall, and repairs to items such as broken windows and damaged furniture.
- It is therefore in your own interest to discourage and to report any actions that might lead to cost recovery levies being imposed.

RIGHT OF ENTRY

The Head of Operations - Accommodation, delegated staff or other duly authorised persons (including contractors) may enter your room at any time for any of the following reasons:

- If there is an emergency or there is reason to believe somebody is in clear or imminent danger.
- If there has been a breach of the rules by you or a guest.
- If there is external requirement for maintenance on the facilities.
- To perform maintenance in response to a request from you.
- For the purposes of routine inspection at all reasonable hours of the day.
- Where possible, you will be given at least 24 hours' notice of any inspection. There may be instances where it is not possible to give notice.
- Unless life safety is at risk, before keying into a room the staff member will knock and announce themselves loudly and wait 20 seconds for a response.

2. BEHAVIOURAL RULES**GENERAL BEHAVIOURAL RULES AND UNIVERSITY CODE OF CONDUCT**

- As members of the University of Auckland community, we all agree to behave in ways that make our University community safe, inclusive and equitable for all. The University of Auckland Code of Conduct sets out the University's expectations of the standards of behaviour of all members of the University community. Refer to: University Code of Conduct
- In line with the code, you must not act in an insulting or threatening manner towards any resident or staff member.
- You are expected to respect the rights of others in the hall community and to act in a supportive, responsible manner.
- You may not enter another resident's room without their expressed permission.

- You may not enter another resident's room without their expressed permission.
- If you are party to any offence under these rules committed by another resident or guest, you shall be liable to be charged with the same offence and be subject to the same disciplinary proceedings. [Note: In this clause 'party' includes any resident who in any way aids, assists, counsels, procures or encourages another to commit an offence under these rules.]
- As a Residential Agreement signatory, you are responsible not only for your behaviour but that of your partner, children and guests. This includes any actions which may threaten the safety and wellbeing of residents, their guests, staff members, and/or the property, which may result in the termination of your residency.

Criminal acts will be reported to the Police

DINING ROOM

Meal times are an important time for socialising, and your behaviour in the dining room is expected to be of a high standard.

- You are required to wear footwear in the dining room at all times.
- You may not remove any food, accommodation owned crockery, or cutlery from the dining room except for specially provided takeaway lunches or late meals. If you are sick, you can arrange for a friend or your accommodation management team to collect your meal, by obtaining authority from the accommodation management team.
- Only guests approved by the accommodation management team are permitted in the dining room.
- You are not allowed in any university commercial kitchen without permission.
- You are not allowed to tamper with or use any of the food service equipment. This includes Bain Maries.
- After hours use of the dining room is a privilege. Any damage or misuse in the dining room could lead to this privilege being suspended.

MEAL PLANS (Waipārūrū Hall - Whitaker)

- If you sign up for one of the optional meal plans you are required to be on that plan until at least the end of the semester.

BULLYING, HARASSMENT AND DISCRIMINATION

Bullying is any repeated unreasonable behaviour that is directed towards a person, or group of people, that can lead to physical or psychological harm. This includes cyberbullying. Harassment is unreasonable or unwelcome conduct that is offensive, humiliating or intimidating to any other person and is either repeated, or of such significant nature that it has a detrimental effect on the person, their performance or their work and study environment. It includes gender-based, racial, and sexual harassment.

Discrimination can occur when a person is treated less favourably than another person, in the same or similar circumstances, because of a prohibited ground such as their sex, colour, religious belief, race, marital status, ethnic or national origins, family status, ethical belief, sexual orientation, political opinion, age, employment status or disability.

Bullying, harassment and discrimination have no place within the University or a residential community.

- You may not behave towards other residents or staff in any way that may constitute harassment, bullying or discrimination.
- Any serious incidents of harassment, bullying or discrimination may lead to the immediate termination of your residency.

Harassing behaviour may take the following forms (but is not limited to):

- Offensive jokes
- Expressing stereotypes (assumptions about an individual's behaviour/values, identity or perceived identity or culture based on a group they belong to) in an offensive or insensitive manner
- Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website
- Unwanted physical contact
- Intimidation
- Abuse
- Assault

If you believe that you are being bullied, harassed or discriminated against, seek support immediately from one of the accommodation management team.

The accommodation management team is available 24 hours a day for all student emergencies.

You also have access to the following support services:

University Health and Counselling Service:

Phone: 0800 698 427

University Proctor:

Email: proctor@auckland.ac.nz

Refer to the Prevention of bullying, harassment and discrimination policy at www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/human-resources1/employer-and-employee-responsibilities/prevention-of-bullying--harassment-and-discrimination-policy-and.html

IT ACCEPTABLE USE POLICY

- The University policy for acceptable IT use applies to all residents.

Refer to: www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/computing/use/it-acceptable-use-policy.html

NOISE

- Out of consideration to your fellow residents, you may not make excessive or disruptive noise at any time.
- You must exercise extra restraint between 10.00pm and 7.00am when most other residents are likely to be sleeping. This includes weekends and public holidays.
- You are also expected to take some responsibility for the noise around you, by asking others to be quiet when they are being unreasonably noisy or unintentionally disruptive.
- You must lower your noise level when asked to by other residents.
- If you experience problems with the volume of noise that you cannot solve, contact a member of the accommodation management team.
- You are also expected to be considerate of residents in the immediate neighbourhood of the residence. This means not causing any unnecessary disturbance or annoyance.
- Upon completing end of semester exams, you must show consideration to other residents who are still studying for exams.
- Any breach of noise curfews during examination periods will be viewed seriously and you will face disciplinary action which may result in a fine and termination of your residency.

PARTIES

- Out of consideration to other residents, you may not hold a party in any bedroom or hall common room (except with the express, written permission of the Head of Operations - Accommodation or their delegated authority who will negotiate conditions with those wishing to hold the party).
- A party is in this context defined as an event that has ten or more guests and that includes alcohol and/or risk of high-volume noise.
- Any member of the accommodation management team can close down an unauthorised party.

OBSTRUCTION

- You and/or your guests are not permitted to obstruct any accommodation management staff or authorised trades people in the performance of their duties.
- You must comply with any reasonable direction given by a person holding such authority on the hall premises.

3. ALCOHOL, DRUGS AND SMOKING

ALCOHOL

The University of Auckland's Accommodation respects the rights of individuals to consume alcohol in a legal and responsible manner. The University's rules and guidelines concerning alcohol use are intended to promote personal responsibility in regard to

an individual's decisions concerning alcohol use or abstinence. It is expected that these decisions will be based on personal values and social responsibility, conform to the laws of New Zealand and support the health and welfare of oneself and others.

Anyone who chooses to consume alcohol will be held fully responsible for his/her behaviour while under the influence of alcohol. If you are in breach of the alcohol rules/guidelines or if the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.

Failure to comply with the specifics and spirit of the alcohol guidelines can result in terminating your Residential Agreement.

Responsible Use of Alcohol includes:

- Compliance with statutes regarding alcohol use, possession, and distribution.
- Making informed decisions about whether and/or when to use alcohol.
- Knowing your alcohol tolerance limits and not exceeding them.
- Behaving in a way that is not disruptive or otherwise harmful to you or others when you are consuming alcohol.
- Assuming accountability for your actions while under the influence of alcohol.
- Avoiding binge drinking. The alcohol Advisory Council of New Zealand has defined binge drinking as:
 - For women, drinking four or more standard* alcohol drinks per drinking occasion, for men, drinking six or more standard* alcohol drinks per drinking occasion.
 - * The definition of one standard drink is 10 grams of alcohol. If you drink a 330 ml can of beer or a 100 ml glass of table wine or a 30 ml glass of straight spirits, you are drinking approximately 10 grams of alcohol, depending on the alcohol percentage.
- Not coercing or forcing anyone of any age to consume alcohol.
- Refraining from engaging or participating in drinking games.

The Health Promotion Agency (www.alcohol.org.nz/) offers information and guidelines for responsible drinking. They also have a number of online self-assessment tools relating to alcohol consumption.

Specific rules for halls consistent with responsible use of alcohol:

- You may keep a moderate amount of alcohol in the privacy of your own bedroom, unless you are under 18 years old. The Head of Operations – Accommodation / Resident Manager may define “moderate” as needed but in no case can it exceed 2 litres at any one time. Permitted types of alcohol are as follows: beer, cider, RTDs or wine. Spirits are not permitted; this is due to associated risky behaviour. Wherever possible it is highly recommended that the alcohol container is not breakable (metal or plastic).

- Consumption of alcohol in your room is not permitted after 10:00 pm.
- On Thursday, Friday and Saturday nights (except during alcohol free periods) you are permitted to responsibly consume alcohol in the Hall's dining room as part of your dinner meal during the dinner period. You may not consume alcohol in any other common area – including balconies, lifts, common rooms, corridors, and all other communal living areas, and within the grounds of the property - unless there is a special event organised with the written permission of the Resident Manager or their delegated authority.

Note: All dining rooms will create an alcohol-free zone when alcohol is permitted in the dining room. The alcohol-free zone should be located so that any student not wanting to be subjected to alcohol can enter the dining room, get their meal, sit and enjoy their meal without having to pass by tables where alcohol is being consumed.

- While everyone may describe “responsibly consume” differently, the intent is to allow you to enjoy a glass of wine (or two), an RTD (or two), a cider (or two) or a beer (or two) with your meal. You run the risk of losing this privilege if you supply or consume an amount that is not consistent with what one might have in a nice restaurant. Students who are intoxicated or behaving inappropriately will be asked to leave the dining hall.
- Boxes/crates, kegs, home-brewing apparatus and drinking paraphernalia (i.e., drinking funnels) are not consistent with the requirement of a moderate amount of alcohol/responsible use and will not be permitted.
- Storing alcohol in communal areas, including refrigeration is prohibited
- On designated alcohol-free floors alcohol is not permitted to be consumed or stored anywhere on the floor.
- Alcohol-free periods will be in force in the hall at various times during the year. This includes the period leading up to and during examinations at the end of each semester. During these times you may not be in possession of, or consume, alcohol in any part of the hall. This will be at the discretion of the Head of Operations – Accommodation.

DRUGS

- Non-prescribed or illegal drugs are strictly forbidden in the hall.
- You may not possess, cultivate, manufacture, use and/or distribute any non-prescribed or illegal drugs. You may not distribute prescribed drugs.
- If you are discovered possessing, using or selling such substances you face eviction within 24 hours and possible criminal prosecution.

In such cases you will remain liable for all fees for the term of the Residential Agreement.

SMOKING

The University of Auckland is a smoke and vape free campus

- You may not smoke or vape anywhere within the residence or grounds of the residence; this includes all smokable products including vapes and e-cigarettes. Smoking and vaping is not permitted in any building or grounds controlled by The University of Auckland. The residences are required to comply with the smoking policy of the University.
- This rule applies to visitors as well as all residents.
- If your bedroom or any communal areas have been contaminated or damaged by smoking, you will be charged, in addition to other possible penalties, for the commercial cleaning of all furnishings such as the bed, bedding, linen, curtains, carpet, and any furniture fabric.
- Violating the University Smoke free Policy will immediately incur fines and repeated violation may lead to eviction.

4. PROPERTY AND BUILDING**DAMAGE**

- You are responsible for your room and its contents.
- You will be held responsible for any behaviour which results in the need for replacement, repair or cleaning of your room or common facilities in the residence.
- You are responsible for paying for costs involved in cleaning, repairing or repainting your room if you have not maintained it to the standards set or the condition of the room on arrival, fair wear and tear excepted.
- Please report any accidental damage. If you admit to causing any accidental damage, we will endeavour to keep any remedial costs to a minimum. However, if no-one reports damage or takes responsibility for any damage, individuals, floors or even all residents will be held liable for extra charges.
- You are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.
- You are not permitted to replace or make your own repairs to equipment, fittings or furniture provided in your residence. You must make arrangements with your accommodation management for any repairs.
- You may not damage walls with adhesives or similar products
- You cannot take furniture or plants from common areas to a different floor or into your bedroom. You are permitted to move common area furniture to a different common room on the same level.
- Please keep your feet off all tables and do not sit on tables. These actions are culturally offensive in New Zealand.

PESTS

- The University has a pest management plan for Accommodation. Please do not attempt to fumigate your room yourself.
- If the cleanliness and/or hygiene of your living space has caused a pest issue, the University reserves the right to on-charge the resulting pest control costs to you.

PETS

- You may not keep a pet in your room or anywhere else on the premises.
- FURNISHINGS
- You may not bring your own additional furniture or appliances into the Hall or substitute any of the furnishings without the express written permission of the Resident Manager or their delegated authority.
- Accommodation will not remove or store any provided furnishing that you may not want to use during your residency.

RUBBISH AND RECYCLING

The University is committed to maximising recycling. Please recycle to the fullest degree.

- You are responsible for the correct disposal of recycling and rubbish from your room.
- You must dispose of rubbish hygienically and tidily.
- You must not leave rubbish or recycling material on the common property.

CAR PARKS

- There are limited car parks at some of the properties and explicit prior permission to use these must be obtained.
- There is a charge for car parks.
- Unauthorised cars may be towed away at any time and there shall be no right of redress against the University, body corporate or the property owner if this occurs.

STORAGE

- All of your possessions must be removed from the residence at the completion of the term of your residency.

5. SAFETY AND SECURITY**SAFETY RULES**

- You must behave in a responsible manner and ensure your actions do not put yourself or others at risk
- You may not have or store firearms or other weapons within the property. They are strictly forbidden at all times.
- You cannot burn anything in your room. In particular, you are not allowed to burn/light incense, oil or candles.

- You may not under any circumstances move your bed or any piece of furniture or other item against a heater, as this will cause a fire.
- You cannot interfere with fire door stays or keep fire doors open in any way.
- You may not have or use fireworks in and around the hall. All fireworks are strictly forbidden at all times.
- You may not, under any circumstances whatsoever go onto the roof of any residence. Failure to comply may result in immediate eviction from University accommodation.
- Some windows have a security stay fitted. You may not alter or remove these. Doing so will incur heavy penalties.
- If you cause the fire alarms to be activated (either accidentally or maliciously) then you will bear the charge from the Fire & Emergency NZ for a false, callout. If the person responsible cannot be identified, the charge will be borne by all residents as part of a levy. Tampering, disabling or covering a smoke detector can cause the fire alarm to be activated, for which you will be responsible. At the time of writing, this charge was \$1,125 +GST per callout.
- Please take particular care with toasting bread. You should note that burning toast can (and has) set off the smoke alarms and will be considered an accidental callout.
- You may not, under any circumstances throw anything out of windows or from balconies.

This includes but is not limited to paper, bottles and/or liquids. This is a life safety violation and the first instance will result in fines.

- You may not hang anything outside any window or balcony.
- You may not obstruct any stairway or corridors. place anything or any obstruction in the corridors. This is a life safety violation and the first instance will result in fines.
- You may not wear or use in-line skates, roller blades and skateboards within any accommodation building, or throw or kick balls anywhere except designated outside courts.
- You may not throw or kick balls inside.

KEYS AND SECURITY TAGS

- You will be given a room key and Campus Card (which is also your access card) on arrival which will also open any ancillary rooms available to you.
- Do not lend your keys or Campus Card to anyone.
- Please always keep your keys and Campus Card with you when you leave your room and look after them.
- Your Campus Card or key will allow you to enter the building through the main entry on a 24-hour basis.
- If you lose or damage your keys or Campus Card or if they are stolen please report this to the accommodation management team immediately. This is for both you and your fellow residents' safety. You can report a lost or damaged Campus Card here: www.campuscard.auckland.ac.nz/student/welcome.php

- You will be charged by Accommodation the cost of replacing each lost key and the Campus Card office for your replacement Campus Card.
- Your Campus Card can be damaged by putting it next to other swipe cards, mobile phones or other such devices, or by water. If your Campus card is damaged, you will be charged for the replacement as per the Card office.
- Should you lock yourself out of your room, call the on-duty accommodation staff member for assistance. You will get two free lockouts and then will be charged for every subsequent lockout. The fee for this in 2022 is \$25.00.
- If you are given an access device for a vehicle gate and you lose this, you will need to pay for the replacement. You may not lend this access device to anyone else.
- If you find a key or Campus Card, please return it to accommodation management or University Security.

EMERGENCY EVACUATION

- Emergency evacuation procedures are detailed in the Resident Handbook and displayed throughout the Hall.
- The evacuation alarm is the continuous sounding of sirens.
- If the fire alarm sounds, the buildings must be evacuated immediately and you must proceed to the assembly area.
- Throughout the year, a number of alarm tests and trial evacuations will take place. You must always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures.
- You may be disciplined if you ignore emergency alarms, or use routes not designated as emergency exits.
- There are designated fire and evacuation wardens responsible for certain areas. In the event of an emergency, you must follow their instructions immediately and without question.
- If you are disabled (even on a temporary basis) please make sure that your accommodation management team has your name. Working with the management you will have a personal emergency evacuation plan. Your PEEP will be maintained as part of the building evacuation plan.

INSURANCE

- Accommodation expressly disclaim any liability for loss or damage to your property, or the property of any of your guests, even if it is occasioned by the negligence of any of the Accommodation employees or duly authorised agents.
- It is highly recommended that you take out an appropriate insurance cover on your personal effects on your arrival in Auckland.

HEALTH AND SAFETY

In order to minimise risk to health and safety, you must comply with health and safety requirements and/or restrictions set by the University from time to time and notified to you (including requirements and/or restrictions that may be imposed in response to epidemics or pandemics, such as COVID-19).

CONCERNS ABOUT YOUR SAFETY AND/OR WELLBEING

Accommodation cares about the safety and wellbeing of all our Residents. We have systems and structures in place to help ensure you are looked after.

These include regular meetings with your Accommodation team (including checks on you in your bedroom or living space, where we have given you advance notice), record keeping, and creating safe environments, through a whole of University approach. When the hall is concerned about you due to inactivity the hall will take steps to connect with you.

There may be times when concerns are raised about your safety and/or wellbeing. These concerns could be raised by your friends, whānau, members of the university staff/community or your Accommodation team. When concerns are raised, Accommodation will undertake steps to check on you. These steps include, but are not limited to:

- Accommodation staff will check your bedroom and living spaces.
- Accommodation staff will check with your friends in the Hall and your Resident Adviser
- Accommodation staff will look at your access and activity records. These include:
 - Your meal swipe activity
 - Your building access activity
 - Your participation in events and engagement opportunities held by Accommodation and/or the University
 - If needed, your device activity on University of Auckland Wi-Fi and learning management systems
- Where appropriate we will contact your designated emergency contact (and, if you are under 18, your parent/guardian)
- Where appropriate we will contact Te Papa Manaaki/Campus Care, and may take steps to connect you with other relevant support services
- Where appropriate we will also involve the Police and other Emergency services as is applicable to your situation

6. LEAVING THE RESIDENCE

OVERNIGHT/ WEEKEND ABSENCE

- In order to establish your whereabouts in the event of an emergency, we ask you to notify your accommodation management team whenever you are going to be away from the hall overnight, or longer.
- You are not entitled to a refund or reduction of accommodation fees when you are absent.
- If the accommodation management excludes you from the hall because of illness, you will be given the option of terminating your residence (in which case your liability accrues only up to the day of departure).

VACATING YOUR ROOM AT THE END OF YOUR RESIDENTIAL AGREEMENT

- Before leaving at the end of your Residential Agreement, you must clean your bedroom thoroughly and ensure that all common areas are also clean.
- Your room will be inspected by a member of the accommodation management team once you have removed all personal belongings and rubbish. You should be present for the inspection.
- If you finish your residency you must advise the accommodation team of your intended leaving date to arrange a mutually convenient time for a final inspection.
- If, at the time of the final check-out inspection you have not cleaned your bedroom to a satisfactory standard, you will be charged an additional cleaning fee. The cleaning fee starts at a minimum of \$50.00.
- You must request an inspection and have the details confirmed at least one week in advance of the date requested. If a mutually convenient time for the final check-out inspection cannot be arranged, or should you vacate your bedroom without requesting a final check-out inspection, the findings of the accommodation management team will be final and binding.
- Before you leave the residence, you must return all keys and security access tags provided for your use, as well as all furnishings provided to you in good condition. Should you not do so, charges will be imposed to replace these items. Should you not return all keys and tags, all corresponding locks will be changed and a new set of keys cut at your cost.
- Departure time is at 10.00am. You may be charged a late departure fee if you depart after this time.

7. CANCELLING YOUR RESIDENTIAL AGREEMENT

If you need to cancel your residential agreement before it ends you must see the Resident Manager. Contract cancellation is approved on an individual basis and may incur substantial cancellation fees, particularly for students who cancel their residential agreement and remain a student at the University.

Refer to: www.auckland.ac.nz/en/on-campus/accommodation/how-to-apply/withdrawing-from-residential-agreement.html

8. VISITORS

GUESTS

A guest is any person who is not a current resident (in your specific residence) or staff member. This includes all former residents. The following rules are necessary so that the staff know how many people are in the building for fire and earthquake safety purposes.

- Your guests will not be provided access by members of the accommodation management team, any guests must be escorted through the property and always remain in your company.
- Your guests are not permitted to enter the hall if you are absent unless another resident undertakes full responsibility for the visit and the guest remains in their company until departure.
- You are held fully accountable for your guest's behaviour and actions from the time the guest is signed in up to the time they leave.

Your guests are most welcome to enter the hall provided they:

- Are met at the front door by you, their host, and signed into the guest register.
- Are sober, quiet and well-mannered.
- Behave responsibly while on the premises.
- Remain in your company while on the premises.
- Are accompanied to the front door by you when it is time to leave.
- Leave quietly when they depart.
- Leave the building before 1am.

OVERNIGHT GUESTS

- If a family member or a friend wants to stay for a night or two, they are generally welcome to stay provided you have made arrangements in advance.
- You should discuss this with the accommodation management team who will advise of the terms/conditions for guest accommodation and will usually approve the arrangement. It is likely that visits exceeding 2 nights will be denied.
- Overnight guests must be signed into the guest register
- Twin-share rooms pose particular difficulties in accommodating overnight guests and thus where a room is twin-share it may not be possible to allow overnight guests
- You may not have any overnight visitor during study weeks and exam periods.

9. CHANGES TO RULES

- The University reserves the right to amend or add to these rules during the term of residency.
- All current residents will be notified of any amendment or addition to rules before they come into force.
- When possible, residents will be consulted on rules changes in advance.



2022 Ture Wharenoho / Residential Rules

Wharenoho Horakai | Self-Catered Residences

These rules are based on many years of experience in managing student accommodation. They are designed to ensure that the community life in accommodation is maintained and that an environment exists that is conducive for everyone to study, to sleep and to have positive social experiences. The underlying principle is consideration for others, particularly with regard to noise levels.

The Residential Rules form a part of your Residential Agreement. These rules apply to 55 Symonds, Carlaw Park Student Village, Goldie Homestead, Grafton Student Flats, Te Tirohanga o te Tōangaroa, University Hall - Apartments and Waikohanga House. By signing the residential agreement, you agree to abide by these rules.

The 2022 Residential rules are in effect from 1 January 2022 through 31 December 2022. If you have any feedback or clarifying questions about the Residential Rules please address these to the Head of Operations – Accommodation and email residentialexperience@auckland.ac.nz.

1. DISCIPLINARY AUTHORITY, CONDUCT MANAGEMENT PROCESS FINES AND LEVIES
2. BEHAVIOURAL RULES
3. ALCOHOL, DRUGS AND SMOKING
4. PROPERTY AND BUILDING
5. SAFETY AND SECURITY
6. LEAVING THE RESIDENCE
7. CANCELLING OR CHANGING YOUR RESIDENTIAL AGREEMENT
8. VISITORS
9. SPECIFIC RESIDENCE RULES
10. CHANGES TO RULES

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the Accommodation Management team and/or any duly authorised agent of the University.

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DISCIPLINARY FINES

- The Head of Operations - Accommodation, or their delegate, has authority to impose disciplinary fines on you.
- The Head of Operations - Accommodation can impose fines of up to \$1500 on you if you breach the rules. You are expected to pay on receiving the notification of the fine, unless you make some other arrangement with the Head of Operations – Accommodation or their delegate person(s).

LEVIES

- You are responsible for your own actions, and you have a collective responsibility to the residential community.
- Levies can be imposed on each resident for costs incurred to repair damages/losses that cannot be attributed to a resident or group of residents, with the cost of repair or replacements attributed equally to those residents on a floor or the residence as a whole. Such levies cover the replacement of stolen or lost property, such as cutlery and crockery from the Dining Hall, and repairs to items such as broken windows and damaged furniture.
- It is therefore in your own interest to discourage and to report any actions that might lead to cost recovery levies being imposed.

RIGHT OF ENTRY

The Head of Operations - Accommodation, delegated staff or other duly authorised persons (including contractors) may enter your room at any time for any of the following reasons:

- If there is an emergency or there is reason to believe somebody is in clear or imminent danger.
- If there has been a breach of the rules by you or a guest.
- If there is external requirement for maintenance on the facilities.
- To perform maintenance in response to a request from you.
- For the purposes of routine inspection at all reasonable hours of the day.
- Where possible, you will be given at least 24 hours' notice of any inspection. There may be instances where it is not possible to give notice.
- Unless life safety is at risk, before keying into a room the staff member will knock and announce themselves loudly and wait 20 seconds for a response.

2. BEHAVIOURAL RULES

GENERAL BEHAVIOURAL RULES AND UNIVERSITY CODE OF CONDUCT

- As members of the University of Auckland community, we all agree to behave in ways that make our University community safe, inclusive and equitable for all. The University of Auckland Code of Conduct sets out the University's expectations of the standards of behaviour of all members of the University community. Refer to: University Code of Conduct
- In line with the code, you must not act in an insulting or threatening manner towards any resident or staff member.
- You are expected to respect the rights of others in the hall community and to act in a supportive, responsible manner.
- You may not enter another resident's room without their expressed permission.
- You may not enter another resident's room without their expressed permission.
- If you are party to any offence under these rules committed by another resident or guest, you shall be liable to be charged with the same offence and be subject to the same disciplinary proceedings. [Note: In this clause 'party' includes any resident who in any way aids, assists, counsels, procures or encourages another to commit an offence under these rules.]
- As a Residential Agreement signatory, you are responsible not only for your behaviour but that of your partner, children and guests. This includes any actions which may threaten the safety and wellbeing of residents, their guests, staff members, and/or the property, which may result in the termination of your residency.
- Criminal acts will be reported to the Police

BULLYING, HARASSMENT AND DISCRIMINATION

Bullying is any repeated unreasonable behaviour that is directed towards a person, or group of people, that can lead to physical or psychological harm. This includes cyberbullying. Harassment is unreasonable or unwelcome conduct that is offensive, humiliating or intimidating to any other person and is either repeated, or of such significant nature that it has a detrimental effect on the person, their performance or their work and study environment. It includes gender-based, racial, and sexual harassment.

Discrimination can occur when a person is treated less favourably than another person, in the same or similar circumstances, because of a prohibited ground such as their sex, colour, religious belief, race, marital status, ethnic or national origins, family status, ethical belief, sexual orientation, political opinion, age, employment status or disability.

Bullying, harassment and discrimination have no place within the University or a residential community.

- You may not behave towards other residents or staff in any way that may constitute harassment, bullying or discrimination.

- Any serious incidents of harassment, bullying or discrimination may lead to the immediate termination of your residency.
- Harassing behaviour may take the following forms (but is not limited to):
- Offensive jokes
- Expressing stereotypes (assumptions about an individual's behaviour/values, identity or perceived identity or culture based on a group they belong to) in an offensive or insensitive manner
- Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website
- Unwanted physical contact
- Intimidation
- Abuse
- Assault

If you believe that you are being bullied, harassed or discriminated against, seek support immediately from one of the accommodation management team.

The accommodation management team is available 24 hours a day for all student emergencies.

You also have access to the following support services:

University Health and Counselling Service:

Phone: 0800 698 427

University Proctor:

Email: proctor@auckland.ac.nz

Refer to the Prevention of bullying, harassment and discrimination policy at www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/human-resources1/employer-and-employee-responsibilities/prevention-of-bullying--harassment-and-discrimination-policy-and.html

IT ACCEPTABLE USE POLICY

- The University policy for acceptable IT use applies to all residents.

Refer to: www.auckland.ac.nz/en/about/the-university/how-university-works/policy-and-administration/computing/use/it-acceptable-use-policy.html

NOISE

- Out of consideration to your fellow residents, you may not make excessive or disruptive noise at any time.
- You must exercise extra restraint between 10.00pm and 7.00am when most other residents are likely to be sleeping. This includes weekends and public holidays.

- You are also expected to take some responsibility for the noise around you, by asking others to be quiet when they are being unreasonably noisy or unintentionally disruptive.
- You must lower your noise level when asked to by other residents.
- If you experience problems with the volume of noise that you cannot solve, contact a member of the accommodation management team.
- You are also expected to be considerate of residents in the immediate neighbourhood of the residence. This means not causing any unnecessary disturbance or annoyance.
- Upon completing end of semester exams, you must show consideration to other residents who are still studying for exams.
- Any breach of noise curfews during examination periods will be viewed seriously and you will face disciplinary action which may result in a fine and termination of your residency.

PARTIES

- You must obtain the prior permission of the Head of Operations – Accommodation or their delegated authority to hold a party in your studio, flat or any other area of the residence. [Note: A party in this context is defined as an event that has ten or more invited guests in a shared apartment (5 or more in a studio) and includes alcohol and/or the potential of high volume noise.]
- Any member of the accommodation management team can close down an unauthorised party.
- Parties will not be approved during exam and study times.

OBSTRUCTION

- You and/or your guests are not permitted to obstruct any accommodation management staff or authorised trades people in the performance of their duties.
- You must comply with any reasonable direction given by a person holding such authority on the hall premises.

3. ALCOHOL, DRUGS AND SMOKING

ALCOHOL

The University of Auckland's Accommodation respects the rights of individuals to consume alcohol in a legal and responsible manner. The University's rules and guidelines concerning alcohol use are intended to promote personal responsibility in regard to an individual's decisions concerning alcohol use or abstinence. It is expected that these decisions will be based on personal values and social responsibility, conform to the laws of New Zealand and support the health and welfare of oneself and others.

Anyone who chooses to consume alcohol will be held fully responsible for his/her behaviour while under the influence of

alcohol. If you are in breach of the alcohol rules/guidelines or if the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.

Failure to comply with the specifics and spirit of the alcohol guidelines can result in terminating your Residential Agreement.

Responsible Use of Alcohol includes:

- Compliance with statutes regarding alcohol use, possession, and distribution.
- Making informed decisions about whether and/or when to use alcohol.
- Knowing your alcohol tolerance limits and not exceeding them.
- Behaving in a way that is not disruptive or otherwise harmful to you or others when you are consuming alcohol.
- Assuming accountability for your actions while under the influence of alcohol.
- Avoiding binge drinking. The alcohol Advisory Council of New Zealand has defined binge drinking as:
 - For women, drinking four or more standard* alcohol drinks per drinking occasion, for men, drinking six or more standard* alcohol drinks per drinking occasion.
 - * The definition of one standard drink is 10 grams of alcohol. If you drink a 330 ml can of beer or a 100 ml glass of table wine or a 30 ml glass of straight spirits, you are drinking approximately 10 grams of alcohol, depending on the alcohol percentage.
- Not coercing or forcing anyone of any age to consume alcohol.
- Refraining from engaging or participating in drinking games.

The Health Promotion Agency (www.alcohol.org.nz/) offers information and guidelines for responsible drinking. They also have a number of online self-assessment tools relating to alcohol consumption.

Specific rules for self-catered accommodation consistent with responsible use of alcohol:

- You and your guests are expected to use alcohol in a responsible manner at all times when on University property
- You and/or your guests may keep and consume a moderate amount of alcohol in the privacy of your own studio, flat or apartment bedroom and lounge, as long as you or any guests are over 18.
- In Grafton Student Flats, Goldies Homestead, 55 Symonds and Te Tirohanga o te Tōangaroa, where there is a shared common kitchen and dining area, you are permitted to responsibly consume RTDs, beer, wine or cider in the communal kitchen/dining room as part of your dinner meal while preparing or eating dinner. You may not consume alcohol in any other common area – including balconies, lifts, corridors, and all other communal living areas, or within the grounds of the property - unless there is a special event organised with the written permission of the Resident Manager or his/her

delegated authority.

- Boxes, kegs, any home-brewing apparatus and drinking paraphernalia are not consistent with the requirement of a moderate amount of alcohol and are not permitted.
- You may not consume alcohol or have open containers of alcohol on the grounds (outside your studio, flat or apartment) unless there is a special event organised with the written permission of the Resident Manager.
- If you are in breach of the rules relating to alcohol, or the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.
- If you breach these rules your residency is subject to review, with the possibility of terminating your Residential Agreement.
- Alcohol-free periods could be in force in the residence leading up to and during examinations at the end of each semester. During this time, you may not be in possession of, or consume, alcohol in any part of the residence. This will be at the discretion of the Head of Operations - Accommodation.

DRUGS

- Non-prescribed or illegal drugs are strictly forbidden in the residence.
- You may not possess, cultivate, manufacture, use and/or distribute any non-prescribed or illegal drugs. You may not distribute prescribed drugs.
- If you are discovered possessing, using or selling such substances you face eviction within 24 hours and possible criminal prosecution.

In such cases you will remain liable for all fees for the term of the Residential Agreement.

SMOKING

The University of Auckland is a smoke and vape free campus

- You may not smoke or vape anywhere within the residence or grounds of the residence; this includes all smokable products including vapes and e-cigarettes. Smoking and vaping is not permitted in any building or grounds controlled by The University of Auckland. The residences are required to comply with the smoking policy of the University.
- This rule applies to visitors as well as all residents.
- If your bedroom or any communal areas have been contaminated or damaged by smoking, you will be charged, in addition to other possible penalties, for the commercial cleaning of all furnishings such as the bed, bedding, linen,

curtains, carpet, and any furniture fabric.

- Violating the University Smoke free Policy will immediately incur fines and repeated violation may lead to eviction.

4. PROPERTY AND BUILDING

DAMAGE

- You are responsible for your room and its contents.
- All flatmates will be liable for any cleaning, repair or replacement costs for the common areas of the flat.
- You will be held responsible for any behaviour which results in the need for replacement, repair or cleaning of your room or common facilities in the residence.
- You are responsible for paying for costs involved in cleaning, repairing or repainting your room if you have not maintained it to the standards set or the condition of the room on arrival, fair wear and tear excepted.
- Please report any accidental damage. If you admit to causing any accidental damage, we will endeavour to keep any remedial costs to a minimum. However, if no-one reports damage or takes responsibility for any damage, individuals, floors or even all residents will be held liable for extra charges.
- You are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.
- You are not permitted to replace or make your own repairs to equipment, fittings or furniture provided in your residence. You must make arrangements with your accommodation management for any repairs.
- You may not damage walls with adhesives or similar products
- You cannot take furniture or plants from common areas to a different floor or into your bedroom. You are permitted to move common area furniture to a different common room on the same level.
- Please keep your feet off all tables and do not sit on tables. These actions are culturally offensive in New Zealand.

PESTS

- The University has a pest management scheme in plan for Accommodation. Please do not attempt to fumigate your room yourself.
- If the cleanliness and/or hygiene of your living space has caused a pest issue, the University reserves the right to on-charge the resulting pest control costs to you.

PETS

- You may not keep a pet in your room or anywhere else on the premises.

FURNISHINGS

- You may not bring your own additional furniture or appliances into the residence or substitute any of the furnishings without

the express written permission of the Resident Manager or their delegated authority.

- Accommodation will not remove or store any provided furnishing that you may not want to use during your residency.

RUBBISH AND RECYCLING

The University is committed to maximising recycling. Please recycle to the fullest degree.

- You are responsible for the correct disposal of recycling and rubbish from your room and shared common area.
- You must dispose of rubbish hygienically and tidily.
- You must not leave rubbish or recycling material in the common area.

CAR PARKS

- There are limited car parks at some of the properties and explicit prior permission to use these must be obtained.
- There is a charge for car parks.
- Unauthorised cars may be towed away at any time and there shall be no right of redress against the University, body corporate or the property owner if this occurs.

STORAGE

- All of your possessions must be removed from the residence at the completion of the term of your residency.

EXCESSIVE ENERGY USE

Utilities including energy for living, heating and lighting are provided as part of your accommodation fee. The quantity allocated assumes your reasonable use through the year. You may be charged for any excessive energy use over and above the reasonable allocation provided for your room. Excessive use will be determined by the accommodation management based on actual usage.

5. SAFETY AND SECURITY

SAFETY RULES

- You must behave in an appropriate manner and ensure your actions do not put yourself or others at risk
- You may not have or store firearms or other weapons within the property. They are strictly forbidden at all times.
- You cannot burn anything in your room or flat. In particular, you are not allowed to burn/light incense, oil or candles.
- You may not under any circumstances move your bed or any piece of furniture or other item against a heater, as this could cause a fire.
- You cannot interfere with fire door stays or keep fire doors open in any way.
- You may not have or use fireworks in and around the residence.

Fireworks are strictly forbidden at all times.

- You may under no circumstances whatsoever go onto the roof of any residence. Failure to comply may result in immediate eviction for University accommodation.
- Most windows have a security stay fitted. You may not alter or remove these. Doing so will incur heavy penalties.
- If you cause the fire alarms to be activated (either accidentally or maliciously) then you will bear the charge from the Fire Emergency NZ for a false callout. If the person responsible cannot be identified, the charge will be borne by all residents as part of a levy. Tampering, disabling or covering a smoke detector is not permitted and can cause the fire alarm to be activated, for which you will be responsible. At the time of writing, this charge was \$1,125 +GST per callout.
- Please take particular care with toasting bread. You should note that burning toast can (and has) set off the smoke alarms and will be considered an accidental callout.
- You may not, under any circumstances throw anything out of windows or from balconies. This includes but is not limited to paper, bottles and/or liquids. This is a life safety violation, and the first instance will result in fines.
- You may not hang anything outside any window or balcony.
- You may not obstruct any stairway or corridors. place anything or any obstruction in the corridors. This is a life safety violation and the first instance will result in fines.
- You may not wear or use in-line skates, roller blades and skateboards inside the residences.
- You may not throw or kick balls inside the residences.

KEYS AND SECURITY TAGS

- You will be given a room key and/or a security access device (in some cases your access device will be your Campus Card) on arrival.
- Do not lend your keys, access device or Campus Card to anyone.
- Please keep your keys, access device and/or Campus Card with you at all times when you leave your room and look after them.
- Your Campus Card or key will allow you to enter the building through the main entry on a 24-hour basis.
- If you lose or damage your keys or Campus Card or if they are stolen please report this to the accommodation management team immediately. This is for both you and your fellow residents' safety. You can report a lost or damaged Campus Card here: www.campuscard.auckland.ac.nz/student/welcome.php
- You will be charged by Accommodation the cost of replacing each lost key and the Campus Card office for your replacement Campus Card.
- Your Campus Card can be damaged by putting it next to other swipe cards, mobile phones or other such devices, or by water. If your Campus card is damaged, you will be charged for the replacement as per the Card office.

- Should you lock yourself out of your room, call the on-duty accommodation staff member for assistance. You will get two free lockouts and then will be charged for every subsequent lockout. The fee for this in 2022 is \$25.00.
- If you are given an access device for a vehicle gate and you lose this, you will need to pay for the replacement. You may not lend this access device to anyone else.
- If you find a key or Campus Card, please return it to accommodation management or University Security.

EMERGENCY EVACUATION

- Emergency evacuation procedures are detailed in the Resident Handbook and displayed on the back of every bedroom door.
- The evacuation alarm is the continuous sounding of sirens.
- If the fire alarm sounds, the buildings must be evacuated immediately and you must proceed to the assembly area.
- Throughout the year, a number of alarm tests and trial evacuations will take place. You must always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures.
- You may be disciplined if you ignore emergency alarms, or use routes not designated as emergency exits.
- There are designated fire and evacuation wardens responsible for certain areas. In the event of an emergency, you must follow their instructions immediately and without question.
- If you are disabled (even on a temporary basis) please make sure that your accommodation management team has your name. Working with the management you will have a personal emergency evacuation plan. Your PEEP will be maintained as part of the building evacuation plan.

INSURANCE

- Accommodation expressly disclaim any liability for loss or damage to your property, or the property of any of your guests, even if it is occasioned by the negligence of any of the Accommodation employees or duly authorised agents.
- It is highly recommended that you take out an appropriate insurance cover on your personal effects on your arrival in Auckland.

HEALTH AND SAFETY

In order to minimise risk to health and safety, you must comply with health and safety requirements and/or restrictions set by the University from time to time and notified to you (including requirements and/or restrictions that may be imposed in response to epidemics or pandemics, such as COVID-19).

CONCERNS ABOUT YOUR SAFETY AND/OR WELLBEING

Accommodation cares about the safety and wellbeing of all our Residents. We have systems and structures in place to help ensure you are looked after.

These include regular meetings with your Accommodation team (including checks on you in your bedroom or living space, where we have given you advance notice), record keeping, and creating safe environments, through a whole of University approach. When the hall is concerned about you due to inactivity the hall will take steps to connect with you.

There may be times when concerns are raised about your safety and/or wellbeing. These concerns could be raised by your friends, whānau, members of the university staff/community or your Accommodation team. When concerns are raised, Accommodation will undertake steps to check on you. These steps include, but are not limited to:

- Accommodation staff will check your bedroom and living spaces.
- Accommodation staff will check with your friends in the Residence and your Resident Adviser
- Accommodation staff will look at your access and activity records. These include:
 - Your meal swipe activity
 - Your building access activity
 - Your participation in events and engagement opportunities held by Accommodation and/or the University
 - If needed, your device activity on University of Auckland Wi-Fi and learning management systems
- Where appropriate we will contact your designated emergency contact (and, if you are under 18, your parent/guardian)
- Where appropriate we will contact Te Papa Manaaki/Campus Care, and may take steps to connect you with other relevant support services
- Where appropriate we will also involve the Police and other Emergency services as is applicable to your situation

6. LEAVING THE RESIDENCE

OVERNIGHT/ WEEKEND ABSENCE

- In order to establish your whereabouts in the event of an emergency, we ask you to notify your accommodation management team whenever you are going to be away from the hall overnight, or longer.
- You are not entitled to a refund or reduction of accommodation fees when you are absent.
- If the accommodation management excludes you from the hall because of illness, you will be given the option of terminating your residence (in which case your liability accrues only up to

the day of departure).

VACATING YOUR ROOM AT THE END OF YOUR RESIDENTIAL AGREEMENT

- Before leaving at the end of your Residential Agreement, you must clean your bedroom thoroughly and ensure that all common areas of the flat are also clean.
- Your room and flat will be inspected by a member of the accommodation management team once you have removed all personal belongings and rubbish. You should be present for the inspection.
- If you finish your residency you must advise the accommodation team of your intended leaving date to arrange a mutually convenient time for a final inspection.
- If, at the time of the final check-out inspection you have not cleaned your bedroom to a satisfactory standard, you will be charged an additional cleaning fee. The cleaning fee starts at a minimum of \$50.00.
- You must request an inspection and have the details confirmed at least one week in advance of the date requested. If a mutually convenient time for the final check-out inspection cannot be arranged, or should you vacate your bedroom without requesting a final check-out inspection, the findings of the accommodation management team will be final and binding.
- Before you leave the residence, you must return all keys and security access tags provided for your use, as well as all furnishings provided to you in good condition. Should you not do so, charges will be imposed to replace these items. Should you not return all keys and tags, all corresponding locks will be changed and a new set of keys cut at your cost.
- Departure time is at 10.00am. You may be charged a late departure fee if you depart after this time.

7. CANCELLING OR CHANGING YOUR RESIDENTIAL AGREEMENT

CANCELLATIONS

If you need to cancel your residential agreement before it ends you must see the Resident Manager. Contract cancellation is approved on an individual basis and may incur substantial cancellation fees, particularly for students who cancel their residential agreement and remain a student at the University.

Refer to: www.auckland.ac.nz/en/on-campus/accommodation/how-to-apply/withdrawing-from-residential-agreement.html

CHANGES TO A RESIDENTIAL PERIOD

- 52 week to 42 week: If you wish to change from a 52 week contract to 42 weeks during the residential period, you will be charged the weekly difference for all weeks completed under the agreement, in addition to \$600 change fee as penalty. The 42 week rate takes over from thereafter.
- 42 week to 52 week: If you wish to change from a 42 week period to 52 weeks, the 52 week rate is applied from the date of the newly issued contract.

There is no fee adjustment for the weeks completed under the 42 week contract.

8. VISITORS

GUESTS

A guest is any person who is not a current resident (in your specific residence) or staff member. This includes all former residents. The following rules are necessary so that the staff know how many people are in the building for fire and earthquake safety purposes.

- Your guests are most welcome to enter the residence provided they are sober, quiet and well-mannered; they behave responsibly while on the premises and they are quiet when they depart.
- Guests and visitors must be met at the front entrance by you, their host and must be signed into the guest register.
- They must remain in your company while on the premises and must leave the property before 1am. You must accompany them to the front entrance when it is time to leave.
- Your visitors are not permitted to enter the residence if you are absent, unless another resident undertakes full responsibility for the visit and the guest remains in their company until departure.
- You are held fully accountable for your guest's behaviour and actions from the time your guest arrives until the time they leave.

OVERNIGHT GUESTS

- If a family member or a friend wants to stay for a night or two, they are generally welcome to stay provided you have made arrangements in advance.
- You should discuss this with the accommodation management team who will advise of the terms/conditions for guest accommodation and will usually approve the arrangement. It is likely that visits exceeding 2 nights will be denied.
- Overnight guests must be signed into the guest register
- Twin-share rooms pose particular difficulties in accommodating overnight guests and thus where a room is twin-share it may not be possible to allow overnight guests
- You may not have any overnight visitor during study weeks and exam periods.

9. SPECIFIC RESIDENCE RULES

GOLDIES HOMESTEAD

The Homestead is on the property of Goldie Estates, an operating vineyard. Goldie Estates hosts commercial events and operates a tasting room.

- Residents are prohibited from interfering with the commercial operation of the vineyard.
- Residents must be mindful of visitors and events hosted at the vineyard.

10. CHANGES TO RULES

- The University reserves the right to amend or add to these rules during the term of residency.
- All current residents will be notified of any amendment or addition to rules before they come into force.
- When possible, residents will be consulted on rules changes in advance.

Comments, Complaints and Compliments

Introduction

We are committed to providing quality service and continual improvement in best practices that relate to student accommodation. We want you to be satisfied and feel supported with our service and focus compliance with legislative frameworks.

If you have a suggestion on how we can improve, or believe we have breached any standards, please tell us. If you're happy about any part of our service, we'd like to hear about that too!

We take complaints very seriously and deal with them as quickly as possible. We want to improve our services by building on our successes and learning from our mistakes.

Accommodation Compliment and Comment Management

Accommodation | Ngā Wharenoho welcomes all compliments and general comments on our service.

How to provide and compliment or comment

Most compliments and comments can be provided informally to the member of staff or team involved. If you would like to email through feedback, sent it to accom@auckland.ac.nz or the individual team or residence.

Accommodation Complaint Management

All complaints are taken seriously and are dealt with as soon as possible. If your complaint cannot be resolved by accommodation staff working in residence, it is escalated to a senior member of the Accommodation | Ngā Wharenoho Leadership Team.

Our staff will:

- gather and analyse all relevant information and clarify any confusion which may have occurred
- decide on appropriate action to resolve the complaint
- discuss the issue with the member in an informal setting
- regularly update the student on progress of an investigation until the matter is resolved
- report back to any related government body or agency

How to make a complaint

It is hoped that most issues can be resolved with the member of staff or team concerned. If your issue relates to hall or residence matters (such as pastoral care, events, cleaning, catering or maintenance issues), please contact your Resident Manager in the first instance. Should you have concerns relating to our application process or external accommodation advisory please see the Manager - Accommodation Solutions.

If you are unable to resolve your issue informally, contact the Head of Operations accom@auckland.ac.nz.

Report any complaints or possible breaches of the code of practice for pastoral care using this form.

You can report any complaints or possible breaches of the code of practice for pastoral care by completing the form below:

www.forms.auckland.ac.nz/en/public/campus-life/accommodation-complaints-and-feedback.html

Please note that Accommodation | Ngā Wharenoho is required to keep a log of all complaints or breaches of the code of practice for pastoral care.

Further information

For further information you can refer to the below:

University of Auckland:



Accommodation |
Ngā Wharenoho Residential Rules



Complaint or feedback on University service delivery



University of Auckland Code of Conduct



Resolution of Student Academic Complaints and Disputes Statute

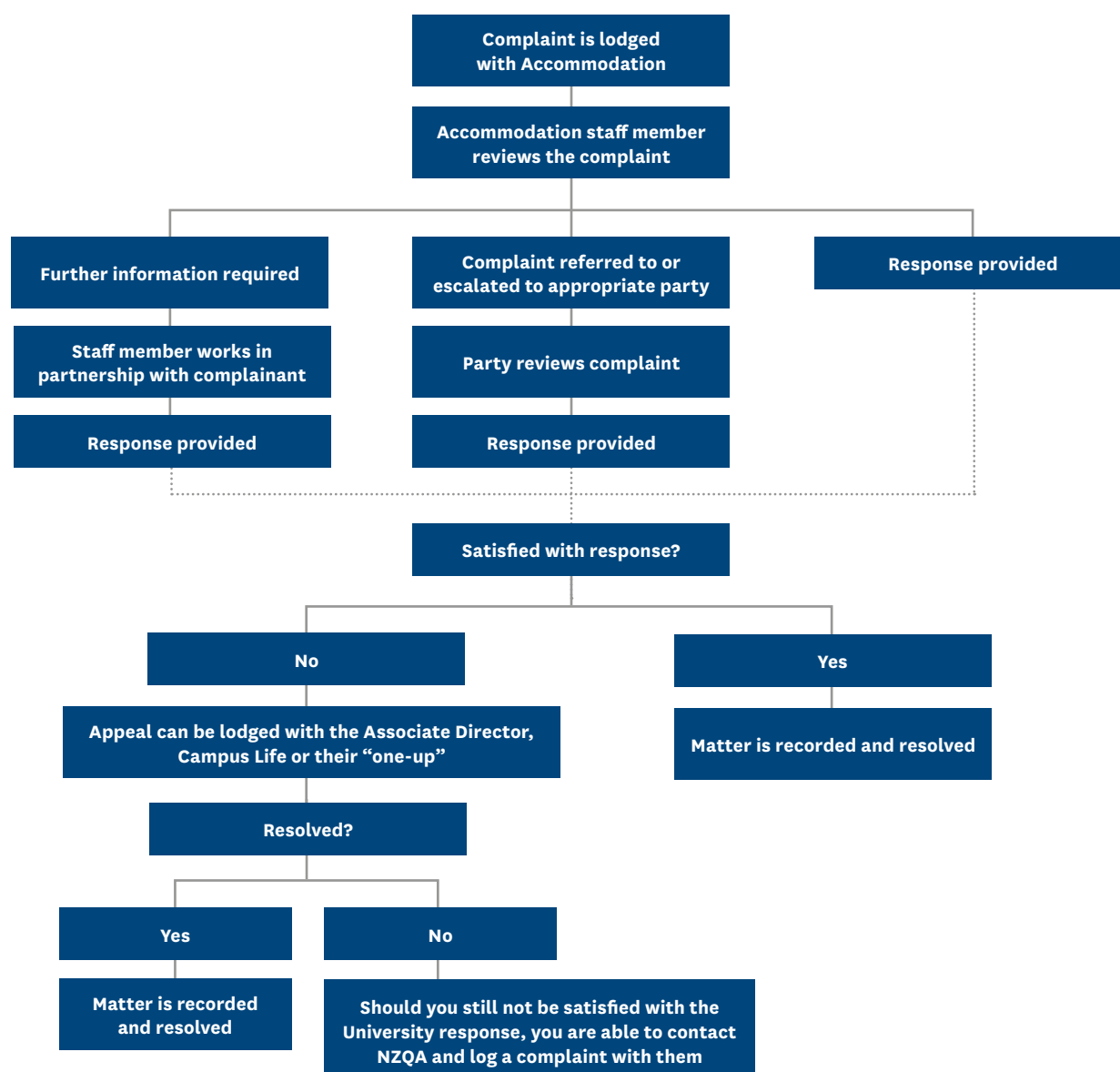


University of Auckland bullying, complaints dispute resolution



Code of Practice for the Pastoral Care of Tertiary Students

The complaint process



After the first year

Our University flats and apartments

Living in University accommodation does not have to stop after the first year. Your child can apply to live in our self-catered residences available in 2023.

Self-catered residences offer a more independent lifestyle in fully furnished flats, apartments and studios. Residential fees cover water, power, gas and internet, giving students more time to focus on their studies, while also allowing students to connect with others. Each residence is managed by accommodation and all properties have teams of Resident Advisers who support student wellbeing and assist in academic and social connection.

Applications for accommodation in 2023 open on 1 August 2022. An Open Day for self-catered residences is held in July.

55 Symonds

53-55 Symonds Street, Auckland Central, 1010
343 beds – studio deluxe

55 Symonds offers large fully furnished self-contained studios. Students also enjoy the mix of communal spaces like a movie lounge, outdoor decking area and communal dining space.

Carlaw Park Student Village

19-26 Nicholls Lane, Parnell, 1010
697 beds – shared apartments

Only a short walk from the Owen G Glenn Building, CPSV offers two, three- and four-bedroom apartments, all fully furnished. The layout of the village creates a secure outdoor area for residents to enjoy, with direct access to shared common areas including a lounge, study area, games room and a large kitchen for group events. Carlaw Park Student Village also offers a sustainable living-learning community.

Grafton Student Flats

50-62 Seafeld View Road, Grafton, Auckland, 1023
44 beds – single and twin-share

Grafton Student Flats offers both single and twin-share accommodation to 44 postgraduate and undergraduate students. Grafton Student Flats is located on the Grafton Campus and is a 15-minute walk to the City Campus.

Te Tirohanga o Te Tōangaroa

128 Anzac Ave, Auckland Central, 1010
488 beds – co-living single rooms

Te Tirohanga offers affordable student accommodation with single rooms, generous social and academic spaces, a modern communal kitchen and a sky deck offering views of the harbour. It is only a 5-minute walk from campus.

University Hall – Apartments

14 Whitaker Place, Auckland Central, 1010
106 beds – shared apartments

Located adjacent to University Hall-Towers, these apartments offer single rooms in a flat style layout, each with a shared kitchen and lounge. In addition to communal facilities such as a lounge, games room and an outdoor half court, residents can also opt into one of three meal plans served in the University Hall-Towers dining room. UHA also offers a sustainable living-learning community.

Waipārūrū Hall – Whitaker Block

27 Whitaker Place, Auckland Central, 1010
169 beds – co-living single & twin-share

Located next to the Waipārūrū Hall 441 and 442 buildings, Whitaker block offers single and twin-share rooms in a corridor style, co-living environment. In addition to communal facilities such as a lounge/games room and an outdoor court, residents can opt into one of three meal plans served in the Waipārūrū Hall dining room.

Contacts

Halls of Residence

Grafton Hall

graftonhall@auckland.ac.nz
(09) 373 7599
extn. 82221

O'Rorke Hall

ororkehall@auckland.ac.nz
(09) 373 7599
extn. 35001

University Hall - Towers

universityhall@auckland.ac.nz
(09) 373 7599
extn. 89191

Waipārūrū Hall

waiparuruhall@auckland.ac.nz
(09) 373 7599
extn. 34000

Accommodation Solutions

Reception

(09) 373 7599 extn. 87691

Building 408
9 Grafton Road
Grafton Auckland
1010

accom@auckland.ac.nz

Ask Auckland Central

For all general enquiries, including admission, enrolment, and course advice queries, contact our student advisers:
0800 61 62 63

Alfred Nathan House
24 Princes Street
Auckland

HOURS: Mon – Fri: 8am – 6pm

studentinfo@auckland.ac.nz

Career Development & Employment Services

(09) 923 8727

The Clocktower
Room 126, Level 1
22 Princes Street, Auckland

careers@auckland.ac.nz

International Office

(09) 923 1969

Alfred Nathan House
24 Princes Street
Auckland

HOURS: Mon – Fri: 9am – 4pm

Maclaurin Chapel Services

(09) 932 7732/932 7731

18 Princes Street
City Campus

Weekly Service
Thurs: 12.30 – 12.50pm

Recreation Centre

(09) 923 4788

70 Stanley Street
Auckland 1010

HOURS:

Mon – Fri: 6am – 10pm
Sat – Sun: 7am – 7pm

Student Learning Services

(09) 923 8199/923 8378

The Clocktower
Room 112, Level 1
22 Princes Street, Auckland

HOURS: Mon – Fri: 8am – 6pm

Student Job Search

(09) 309 7800
info@sjs.co.nz

University Health & Counselling

(09) 923 7681

Level 3, Kate Edger Building
City Campus, Auckland

HOURS:

Mon – Thurs: 8.30am – 6pm
Fri: 8.30am – 5pm

A registered nurse is available by phone throughout the night, including weekends, public holidays, and at any time our clinic is closed. To call, please phone (09) 923 7681.

Outside of clinic hours, residents are advised to contact:

White Cross – Ascot 24/7

(09) 520 9555

90 Greenlane Road East
Greenlane, Auckland

HOURS: Mon – Sun: open 24 hours



THE UNIVERSITY OF
AUCKLAND
NEW ZEALAND

Accommodation | Ngā Wharenoho

Building 408
9 Grafton Road
Auckland

Phone: 0800 864 467
Email: accom@auckland.ac.nz



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