

Aratohu noho **Flat Information**



THE UNIVERSITY OF
AUCKLAND
NEW ZEALAND

NGĀ WHARENOHO | ACCOMMODATION

Ihirangi

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This flat information folder is designed to support you in your flatting experience at the University of Auckland. If you have any questions about the content of this folder, please let a member of the Accommodation management team know.

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Key contacts

DUTY RESIDENT ADVISER

ON DUTY FROM:

5.00pm - 8.30pm, Monday-Friday
24 hours, Saturday-Sunday

Carlaw Park Student Village

PHONE - 027 707 9813
EMAIL - CPSV@auckland.ac.nz

Goldie Estate Homestead

PHONE - 021 476 069
EMAIL - graftonstudentflats@auckland.ac.nz

University Hall - Apartments

PHONE - 027 544 2520
EMAIL - universityhall@auckland.ac.nz

Waikohanga House

PHONE - 027 544 2520
EMAIL - WaikohangaHouse@auckland.ac.nz

Grafton Student Flats

PHONE - 021 476 069
EMAIL - graftonstudentflats@auckland.ac.nz

*Contact your on duty Accommodation staff member
if you have any concerns and/or questions.*

UNIVERSITY HEALTH & COUNSELLING

LEVEL 3

KATE EDGER INFORMATION COMMONS CITY CAMPUS

PHONE - (09) 923 7681
HOURS - Mon-Thu: 8.30am-6.00pm, Fri: 8.30am- 5.00pm

*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.*

*Visit www.auckland.ac.nz/healthandcounselling for more
information about how to contact health services.*

TE PAPA MANAAKI | CAMPUS CARE

www.auckland.ac.nz/en/students/student-support/te-papa-manaaki-campus-care.html

TRANSPORT SERVICES

TAXIS AND SHUTTLES

AUCKLAND CO-OP TAXIS
PHONE - (09) 300 3000

SUPER SHUTTLE

PHONE - 0800 7488 85
WEB - www.supershuttle.co.nz

NEW ZEALAND EMERGENCY SERVICES

PHONE - 111

UNIVERSITY SECURITY SERVICES

CITY CAMPUS:

SECURITY CONTROL ROOM 24 SYMONDS STREET

PHONE - (09) 373 7599 EXT 85000
FREEPHONE - 0800 373 7550
EMAIL - city.security@auckland.ac.nz

GRAFTON CAMPUS:

RECEPTION DESK LEVEL 1 12 GRAFTON ROAD

PHONE - (09) 373 7599 EXT 86081

Setting up your flat

Setting up your flat is an important process. Whether you are a first-time flatter, or experienced and living with new people it is important that you start your time strong and organized to make sure it is a smooth operation.

1. MEET YOUR NEW FLATMATES

- Introduce yourselves, keep it positive.
- Go out for coffee or have a meal together.

2. CHECK YOUR FLAT INVENTORY

- Get familiar with what items are in the flat.
- Report any issues to Accommodation management.

3. HAVE A FLAT MEETING

- Discuss each others' expectations.
- You might want to think about creating a flat sharing agreement, to help you plan how your flat might run. Check out the resources at the back of this information folder for a flat sharing agreement template.

4. AGREE ON A CLEANING ROSTER

- Use the provided chore wheel, or come up with your own.
- Start this early to avoid disagreements in the future.

5. DO YOUR FIRST FLAT SHOP

- Purchase staple items for your pantry.
- Stock up on cleaning supplies.



Cleaning: bathroom

Cleaning the bathroom and toilet can be one of the most daunting tasks you do while living on your own. But if done regularly you will find it's not as bad as you might think.

Ideally you will be cleaning your bathroom and toilet at least once a week as per a flat chore wheel.

Below we've provided some tips to help you clean your bathroom and toilet easily and effectively:

Shower:

- Spray the shower with shower cleaner. Use scrubbing brush or rags to remove soap scum deposits.
- Clean the shower base with scouring powder. You may need a scrubbing brush. You will probably need to scrub really hard to remove all soap scum and deposits.

Hand basins:

- Use scouring powder or general purpose cleaner on the basins and bench tops. An old toothbrush is really good for removing all the "crud" around the taps.

Toilet:

- Use toilet cleaner (Harpic etc), scouring powder, general purpose cleaner, bleach (Janola etc.) or Exit Mould (which is basically bleach and disinfectant) or branded disinfectant.
- Using toilet brush, scrub inside bowl thoroughly.
- Scrub around seat, paying special attention to joins. Clean outside of bowl, pipes, cistern thoroughly. You can use Exit Mould or bleach here.

Floor:

- Wash the floor thoroughly. You may need a scrubbing brush as a mop probably won't be enough.
- Use general purpose cleaner or special floor cleaner (not supplied).

Mould check: Rubber gloves are recommended.

- Check for mould on the ceiling, walls etc. Spray with Exit mould or put Exit mould onto a cloth or floor mop and wipe the ceiling and walls.
- Exit mould is strong bleach. BE CAREFUL - It will remove colour from your clothes, the floor and anything else which it comes into contact with. Use in a well-ventilated space.
- Remove all the mould. You may need a scrubbing brush for this.

General:

- Don't forget to clean out the cupboards under the sink from time to time.
- Clean the windows. Use the old toothbrush to scrub around the frames to remove the mould and dirt.
- Wash the shower door and walls regularly.

Cleaning: stove and oven

Cleaning the stove is not the nicest job in any flat! However, it is important that your stove and oven are still regularly cleaned, alongside the rest of your flat kitchen.

We've provided some advice below for first time cleaners, or those just looking for tips:

What you will need:

- Rubber gloves
- Plenty of paper towels
- Newspaper
- Oven Cleaner spray
- Jif, or other general purpose cleaner
- Bucket of hot water
- Old cloths or rags (these will get quite dirty so make sure they are different to your everyday kitchen cloths)
- Scouring pads
- Scrubbing brush

1. Cleaning the oven

NOTE: Remember read the instructions on the oven cleaner bottle or can before you start. Do not do anything on this list if the oven cleaner instructions advise otherwise.

- Switch off oven and put on rubber gloves.
- Before you spray the oven, put rolled up newspaper, or paper towels, along the bottom of the door and newspaper on the floor in front of the stove. This will prevent drips onto the floor.
- Remove metal shelves from the oven and put on bench with lots of newspaper underneath.
- Spray carefully with oven cleaner. Do not use spray on a hot oven.
- When you have sprayed the oven, shut the door and leave it to sit for about half a day.

2. Removing the spray (wear rubber gloves at all times)

- Spread newspaper on the floor around the stove (if you haven't already done so).
- Wipe as much spray as you can off the oven door as possible using newspaper or paper towels.
- Remove the oven door. Place it out the way with newspaper underneath.
- Wipe off as much spray as possible from inside the oven, using newspaper or paper towels.
- Get a bucket of hot water and use this to scrub off any grime or marks that the oven cleaner did not fix. You may need to use lots of "elbow grease" to achieve this, so make use of scouring pads as well as rags and cloths. It might take several buckets of hot water to get the oven fully clean. Once you have finished, make sure all the spray is properly rinsed from the oven.
- Now use the same process on the oven door, it is easier if you lay it flat on the floor.
- Finally, clean the spray off of the shelves, using scouring pads and hot water to fully clean them. They should be silver when you have finished - Not black or brown with patches of silver showing through!



3. The stove top

NOTE: Keep the stove turned off at the wall when cleaning.

- Remove all elements if you can. Prop up the top of the oven and clean the drip tray underneath.
HOT TIP: To speed up this step, you can buy disposable aluminium foil oven trays and drip trays for under the top elements from the local hardware store or supermarket.
- Clean the top of the stove with Jif or general purpose cleaner, not oven spray.
- Put all of the elements back together again.
- The knobs on the stove top should pull off easily. Remove all of the knobs and put them in a sink of hot, soapy water to soak and remove the grease. Scrub and replace the knobs.
- If you have any problems putting everything all back together, please ask for help, don't try and fix it yourself.

4. Around the oven

- Once your oven is sparkly clean, pull the stove out from the wall and clean the sides of the stove, floor and walls around the stove with general purpose cleaner and a scrubbing brush. You may need to use some Jif- but be careful not to remove any paint if you are using scouring pads or products.
- Sweep and scrub the floors.
- Thoroughly wash the walls around the oven to remove all grease.
- Push the stove back in, switch on and check to see if it everything works.

Keeping a user-friendly kitchen

Your kitchen will likely be the most used room in your flat. It is therefore important that you work to keep it well looked after. This page includes some helpful tips on how you can look after your kitchen and avoid any flat disputes.

RUBBISH MUST BE REMOVED DAILY

Accumulating large amounts of rubbish, especially food waste and scraps, in any flat will encourage vermin and other pests (mice, ants and cockroaches for example). If the kitchen is not kept clean you run the risk of food poisoning and other issues.

CLEAN OUT THE FRIDGE WEEKLY

Remove all leftovers, especially cooked food, and anything that is well past its "use by" date. Make sure you keep raw food and cooked food separate, and cover food in the fridge. You don't have to pay a lot for cling-film or Glad Wrap - clean containers for margarine etc are fine. Don't keep food in open tins or keep unwashed raw vegetables near other food.

WASH DISHES THOROUGHLY

Use hot water and dishwashing detergent. Dry and put away immediately or cover with a CLEAN tea towel and leave to drain.

BE CONSIDERATE OF YOUR FLATMATES

Clean up after yourself and don't leave a mess for someone else to deal with later.

CLEAN THE OVEN

This should be done at least once a semester but more often if you use it frequently. The stove top should be cleaned after each use. See our very informative page "How to Clean the Stove & Oven"

If your flat is fitted with an **extractor hood over the stove** use it every time you cook. This will minimise the accumulation of grease in the kitchen, make it easier for you to clean when you leave and generally make the flat a nicer place to live without cooking smells. Failure to use the extractor fan may result in charges being added to your account because the flat requires more cleaning. If you are not sure how the extractor hood works, ask your RA.

Use of the kitchen is one of the most controversial issues in flat sharing. Talk about it at your first flat meeting and agree how you want to work together during the year.



Rubbish and recycling

It is important to try and reduce waste before it is sent to a landfill. This page will provide you with some information on recycling in University residences.

Remember: *You and your flatmates are responsible for emptying your bedroom and flat bins into the Residence wheely bins for collection.*

Using sustainable practices in your flat

Follow these tips when shopping for food or ordering take-out...

- Avoid highly packaged foods and beverages
- Use your own cup or food container instead of disposable ones
- Re-use whatever you can
- Choose products with minimal, recyclable packaging

To recycle:

In residence, we use a colour-coded system to recycle various types of waste. Please ensure you follow the below guidelines carefully to make sure all items go into the correct bins.

- Take FLATTENED cardboard boxes directly to your closest rubbish room or wheely bin.



Yellow Bin = Is purely for recycling clean paper and cardboard



Blue Bin = Is your co-mingle glass, tins and plastics



Green Bin = Is your general waste bin for non-recyclables and food waste

- Take LARGE quantities of rubbish or LARGE items directly to your closest rubbish room or wheely bin.
- Place all food waste into the waste bins in your closest rubbish bin.

How to combat mould

In a humid climate, like Auckland's, you may find that mould is sometimes a problem in your flat. Keeping mould to a minimum is an important part of maintaining a healthy flat.

Check out the information below on what mould is and how you can prevent mould, or get rid of it if you do start to notice it in your flat.

Moulds are microscopic fungi, which, unlike plants, are unable to produce their own food from sunlight and air. They are made up of clusters of filaments, and live on plant or animal matter, which they decompose for their nourishment.

Many moulds reproduce by releasing spores in the air, which then settle on organic matter and grow into new mould clusters. These Moulds can be found in most environments, and unlike pollen do not have a strictly limited season. Their growth is encouraged by warmth and high humidity, however, so they are most prevalent during the humid season of the year. Moulds are found out of doors and in the home. They are present in outside air unless there is a cover of snow on the ground (unlikely in Auckland!), and are especially prevalent in shady, damp areas and on decaying leaves or other vegetation. Mould spores produced outside become widely dispersed through the air, and can enter the home. Other moulds are produced in the home, especially in areas of high humidity such as showers.

Keeping mould to a minimum can be helped by preventing over-humidification, especially in the winter. Excess humidity produced by showering or cooking should be removed with an exhaust fan or with keeping the window open. Mould growing in the home can be killed with various products.

Ways to reduce household mould:

Mould will flourish in damp, dark and warm places. Some of the hardier moulds grow in different, drier situations. The following steps will help to eliminate the major sources of mould or mildew in your flat.

The bathroom

- Keep the bathroom well ventilated and dry.
- Remove face cloths or towels that have a musty smell, and replace with fresh ones. Towels and face cloths should be washed every couple of days and should be fully dried in between use. Put the towels outside in the sun to dry if possible or dry them in the dryers.
- Don't allow mould to form on the shower recess, shower curtain or walls and keep your eye on traps around the bath and basin areas.

The laundry

- Allow damp shoes, boots or sneakers to "air out" and dry, preferably outside and then in an enclosed warming cupboard.
- Don't allow clothing to remain damp - dry immediately after washing. Do not use clothes racks to air your clothes in your bedrooms.

The kitchen

- Ensure fruit in fruit-bowls and all refrigerated food has not gone mouldy. Avoid storing fruit at room temperature for more than 72 hours, especially if completely enclosed in plastic.
- Keep the fridge drip-tray clean. Fridges have a collecting ledge, which takes excess moisture inside via a pipe to the underside drip-tray. Both the pipe and the drip-tray (out of sight) can become heavily contaminated with mould. Place one teaspoon of bleach down the pipe every two weeks to prevent this happening.
- Don't let bread go mouldy - keep it in a container suited for the purpose or in the fridge.
- Watch dried fruits and other foods in the pantry. Remove anything before it actually goes mouldy.
- Keep foods as fresh as possible. Use airtight containers so that smells and any potential moulds are kept contained.
- Use the extractor fan when cooking, especially when boiling/steaming in pots or pans. Cover pots/pans when boiling food.
- Keep all surfaces clean and wiped.

Living area and bathrooms

- Check any damp walls (especially south-facing) for mildew.
- Avoid more than ten indoor plants and none should be in a greenhouse setting (humid at 20-25 C). Keep the potting mix fresh on any indoor plants as this will grow mould spores very readily.
- Do not allow mattresses to stay damp. This applies to pillows that have been allowed to get damp from dribbling or mucus.
- Furniture made of leather or cushions containing foam that have been damp at some time will be prone to contamination with mould. Check for a musty smell.
- Carpets tend to hold any mould spores that have collected in the house, and they favour the growth of mould, especially if the carpet has been damp at some stage. Keep the carpet clean and wipe shoes thoroughly before walking on it.
- Open the windows and allow as much fresh air to pass through the room as possible and wipe up any condensation from the windows daily. Keep windowsills and doorsills clean and dry.
- Piles of papers, books, old newspapers and magazines will absorb moisture and encourage mould growth. They should be discarded if they smell damp or mildewed. Even if they are dried out these items may still retain mould spores.
- Mould can also grow in damp areas on south facing walls particularly in places where the air does not circulate behind furniture. Be aware of this when planning the layout of your room.



Combating dust mites

Another possible side effect of a humid climate can be the presence of dust mites. Try to follow the tips below to reduce the likelihood of dust mites in your flat.

House dust mites are eight-legged creatures that are part of the Arachnid family — relatives of spiders, chiggers and ticks. House dust mites in our homes thrive on human and other animal skin dropping, including feathers, and even flour! In fact, these mites also love a nice serving of mould as part of their diet as well. Mites thrive on surfaces that provide a reservoir of skin cells and other edible material. This includes bedding, carpets, stuffed toys and soft furnishings such as couches and chairs.

Combating house dust mites:

House dust mites cannot drink. They obtain water partly from their food but the bulk of water need is obtained by a mechanism of hydrophilic (water-loving) crystals in their armpits. These finely structured crystals can obtain enough water for the mite when the relative humidity in the air is above 60 per cent. The mite must tone down its activity if the relative humidity drops below this figure.

In Auckland, the relative humidity is above 80 per cent year around, which explains the very high levels of dust mite counts in this city environment. The hydrophilic crystals also protect the dust mite from dehydration when conditions are dry. Crystals can be damaged (e.g. by being frozen). Such damage increases the rate of desiccation that can hasten the death of the mite when exposed to sunlight. Persistent heat above 60 degrees C also kills the mite and its eggs.

The best treatment for dust mite allergy is avoidance of the dust mite and its faeces. The following measures can be used to control house dust mite populations:

- Reduce their food supply. Have a bath or shower before going to bed. Do not eat on the bed or soft furnishings where house dust mites abound.
- Use dust mite covers on your bedding. These are a very efficient way of keeping the dust mite inside mattresses and stopping the food supply from entering into mite colonies. Plastic sheets are good only when they are brand new.
- Fixed carpets, especially those with thick underlay, provide excellent protection for the dust mites.
- Vacuum cleaners are efficient in removing easily dislodged dust mite particles. Vacuum regularly (at least twice or 3X weekly) and thoroughly.
- Every two to three months, soft toys should be frozen in the freezer (this breaks down the hydrophilic crystals in the dust mite's armpits) and then subjected to sunlight for six hours or put in the dryer for half an hour. You can also do this with pillows.
- Boiling or heating materials to above 60 degrees C is efficient in killing the mites, as it prolonged sunning (although this depends on the strength of the sunlight and length of time exposed).
- Keep household moisture levels low by keeping rooms ventilated.

Resolving disagreements

Living with others can be difficult, whether you're with old friends or meeting for the first time. Learning to resolve issues within your flat will not only make your time in your flat more enjoyable, but will also help you in resolving conflict in the future with flat mates, partners/spouses, and colleagues.

STEPS TO RESOLVING CONFLICT

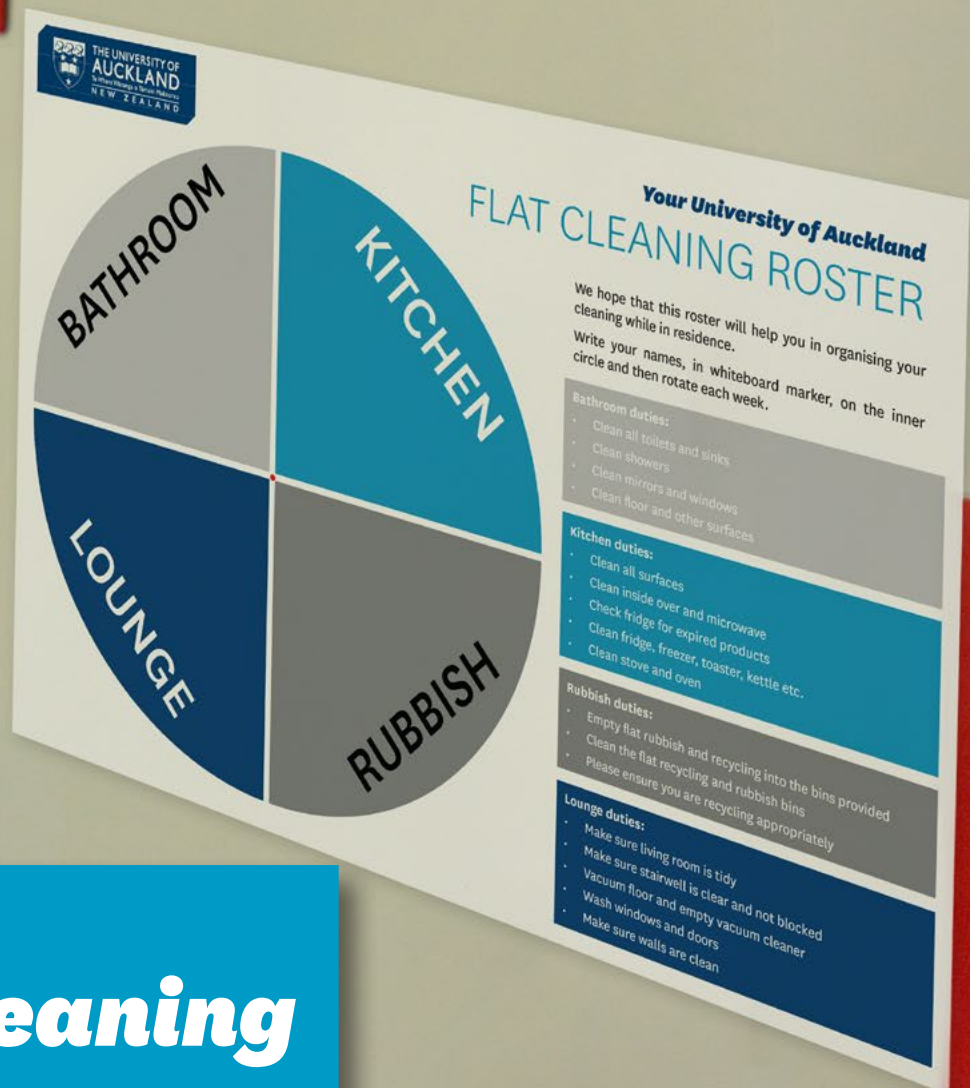
- **Identify the problem and source:** What has happened and why does it bother you? Who is the individual that is causing the problem?
- **Identify your part in the issue:** What role have you played in the issue? How might the other person be interpreting your actions?
- **Discuss the problem:** In a one-on-one setting, discuss the problem with the other person. Some people like to have these conversations immediately after a problem occurs, while others would rather have time to cool off and think. If the other person needs time, give it to them.
- **Identify a compromise or solution:** Hashing out the issue won't necessarily mean that either of you will get your way. Figuring out a way to compromise will help you feel like it is a win-win, instead of a lose-lose.
- **Touch base in the future:** Set a time in the future to check in with the other individual to ensure that communication lines are still open at that you are still on the same page.

TIPS FOR ADDRESSING FLATMATES DURING CONFLICT

- **Pause and get grounded:** If you're frustrated, regroup rather than responding in the moment
- **Be mindful of your nonverbal communication:** Be aware of your facial expressions, hand gestures, and body language. Are you sending the message that you want to be received?
- **Reflect empathy:** The ability to show that you understand how the other person feels is a powerful communication skill. It ensures everyone feels listened to and helps to diffuse conflict. You do not have to agree with their perspective, but you can show that you understand.
- **Take responsibility for yourself:** Save others time by owning up to your own behaviour. This is not a sign of weakness, instead demonstrating awareness and integrity.
- **Use assertive communication:** Passive-aggressive behaviours can have a negative impact on the situation. Express your feelings in a way that is clear, direct and appropriate.
- **Stay in the present:** Don't bring up old issues. Articulate a complaint about a specific behaviour.
- **Use "I" statements:** This helps to reduce defensiveness
- **Focus on what you can control:** Let go of the rest. You can control your behaviours and responses, but you cannot control others or the outcome.

Flat cleaning roster

Flat roster is used for equally distribute flat cleaning between the flat mates living in the apartment together. To ensure the flat remains in a clean, tidy condition. To uphold the standard off the flat and distribute duties and chores within the apartment. Setting expectation for communal living.



Resources: Flat Sharing Agreement

Parties involved:

This is an agreement between the flatmates of flat:		
It applies from the following start & finish dates:		

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Name: _____ Phone: _____

Conditions of agreement:

This agreement is designed to complement our individual existing Residential Agreements with the University of Auckland and the rules and regulations of the University take priority.

Meals and Finances:

Cook together? _____

Every night or just weekday? _____

Food preference _____

Cooking preference _____

Special Dietary needs _____

Religious requirement regarding food _____

Food allergies _____

Cooking food assistance need? _____

Shopping: create a flat shopping account together that will include but not limit to the below:

Dinner supplies

Lunch supplies

Breakfast supplies

Snack food

Flat supplies (e.g. toilet paper, cleaning supplies etc)

Food meal kits (Hellofresh/food bag)

Other, please specify _____

We agree to complete the flat shopping in the following manner:

We will take turns doing it, rotating it on a weekly basis on a: _____

We will do the shopping every week on: _____ and get home via: _____

We will do an online shopping order every week on: _____

Other: _____

We agree to arrange our flat finances in the following way:

We will take turns to purchase flat items and weekly shopping

We will have a joint online flat bank account and agree to pay \$_____ in every _____

We will split the cost off all finances equally through bank transfer

Other: _____

Cleaning and Tidiness:

Cleaning and tidiness are areas that causes the most flat conflict. Everyone has different standards on what they want their living environment to be. Have a think and conversation around how tidy you agree to keep the common areas. (If you have any pet hates, now is a good time to talk about them). One way to keep things fair is to use your UoA flat chore wheel. Generally, the main chores are:

Kitchen: bench top, oven and stovetop, microwave, fridge and floor.

Bathroom: surfaces, basin, toilet, bath, shower, floor.

Common areas: tidy and vacuum lounge, dining area, take out the rubbish and recycling

We agree to organise the cleaning of our flat in the following way:

UoA chore wheel, we will rotate duties weekly on: _____

On an honesty system, every flatmate will do their part.

Create a Plan below for flat regarding cleaning and tidiness :

Other: _____

Visitors, Noise and Parties:

Every flatmate has the right to both a quiet enjoyment of their flat, and the company of friends and family. It is important to be considerate of others in the flat. Remember that the University of Auckland has rules and regulations around these and they must be adhered to.

We agree on the following about guests / partners:

Guests **can / can't** stay for meals?

If they can stay, they **do / don't** have to pay a share of the meal costs.

Guests **can / can't** stay overnight?

If yes, all flatmates must be consulted.

As per UoA rules, guests can only stay for two nights before permission from Residential Management is required.

We agree that guests are the responsibility of their host and they must take responsibility for mess and any inappropriate behaviour. Yes No

We are ok with the flat hosting functions or gatherings. Yes No

If yes, we acknowledge that we must adhere to UoA policies and consult each flatmate and lodge a function application before the event.

We acknowledge that we respect each other and will adhere to quiet times, noting that the UoA quiet time is 10pm – 8am nightly.

Disputes and disagreements:

As with all flatting and shared housing arrangements, communication is the best approach to any situation. Think about how you would like to communicate with each other to make sure everything is out in the open.

We agree to communicate flat matters in the following methods:				
Text message	Emails	Noticeboard	Face to face	Other:

We as a flat agree to meet regularly on one of the following frequencies:				
Weekly	Fortnightly	Monthly	6 weekly	As and when

Our flat meetings will occur on the following day and time			
Day:		Time:	

If we come across a situation that we feel we cannot handle, or we cannot come to an agreement on we agree that we will seek resolution through the following:

Mediation and support from the Resident Advisor

Mediation and support from the Resident Manager and/or Area Coordinator

Mediation and support from an alternative UoA source: _____

Mediation from a neutral body. The nominated person is: _____

Miscellaneous:

There might be other things that you want to consider, review or document. Record these below:

Expectations:

Please write your expectations taking in consideration this whole agreement:

Signed:

By signing this agreement we, the flatmates agree to follow what is outlined above.

Signed: _____ Date: _____

Signed: _____ Date: _____

Signed: _____ Date: _____

Signed: _____ Date: _____



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