Tēnā koutou katoa,

Nau mai, haere mai ki Ngā Wharennoho! Welcome to Accommodation!

Our resident handbook has been designed to aid your transition into your new community. It includes the Residential Rules, which form part of your Residential Agreement, and outlines key processes for you and contains guidelines and useful information about living in Tāmaki Makaurau | Auckland. Please ensure you have read and agree to these things, as it makes your journey and our ability to support you along the way so much easier. Please keep them with you along your journey so you can refer back to them as and when needed.

We look forward to welcoming you and your whānau, please feel free to come and see us if you want to chat, need assistance, or just need a little added support or help, we are here for you and we cannot wait to meet you!

Ngā Manaakitanga,

Aimee MacAskill (She/Her)
Kaitaki (Wharenoho) | Associate Director
Ngā Wharennoho | Accommodation, Campus Life
Waipapa Taumata Rau | The University of Auckland

Tāmaki Makaurau | Auckland
Your home on campus

Our Accommodation vision statement | wawata
To establish a community which promotes hauora and enables all to reach their full potential.

Our Accommodation mission statement | kaupapa mātāmua
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!

Codes 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 continuous development and monitoring of the experience. The Accommodation practice builds upon the international and domestic codes for pastoral care.

About our Residence | Mē mātou
55 Symonds offers comfortable studio apartment living and is located at the southern end of the City Campus. It boasts fantastic views of Auckland City and houses 343 students over its 15 floors. It is ideal for those students looking for a more independent lifestyle, while still having the support offered by the University of Auckland. 55 Symonds operates in partnership between UniLodge and the University of Auckland.

History
55 Symonds was opened with a dawn blessing by former Vice-Chancellor Stuart McCutcheon and members of the local iwi – Ngāti Whātua Ōrākei on the 3rd of February 2017. 55 Symonds was the University’s first purpose-built studio accommodation for postgraduate and undergraduate students.

Your Accommodation support team

How Accommodation | Ngā Wharenoho support you
Accommodation | Ngā Wharenoho is a department within the Campus Life service division. Accommodation | Ngā Wharenoho is led by the Associate Director | Kaitaki Wharenoho, Aimee MacAskill. The day-to-day operations of our accommodation and pastoral care of residents is headed up by the Head of Operations | Urumatua Whakahaere, Tara Baker, with teams located in each of our communities and a Residential Experience Officer. As a partnership property, building and front desk management are operated by UniLodge in conjunction with the University. UniLodge NZ is headed by the Area General Manager – Poutaki Tiriwā Whānū, Laura Roberts.

Your welfare and community is the number one priority of your Resident Manager. They are supported in their role by a Resident Coordinator and Resident Advisers (RAs). RAs are successful senior students who live on-site and help you make the most of life on campus as well as support your academic journey and personal growth. During our summer months (November – February) your support could be delivered by a Summer Assistant and Senior Resident while our RAs are in training. These team members will provide you with good support, just as a seasonal team.

The smooth operations of your building are led by the Customer Service Manager and wider UniLodge team. They are supported by Customer Service Coordinators and various maintenance staff.

Your Accommodation team understands the requirements of university study and the additional pressures of living away from a home environment. All members of the Accommodation management team are trained in first aid, listening skills and cultural sensitivity. They are also given a thorough briefing on the function and whereabouts of campus facilities.

The Resident Manager and Customer service team are available on weekdays during normal office hours and the Resident Coordinator works 2:30pm – 10:30pm Tuesday to Saturday. Our Resident Adviser team are available on an on-call basis in their rooms if they are needed for emergencies. In addition to our RAs on duty, we will also have senior members of our staff on call to escalate matters to as appropriate. If you are experiencing any problems please do not hesitate to contact any member of our team. You are also encouraged to access all available University support services.
Your Residential Support (Tautoko Wharenoho) team

Tara Baker
Head of Operations | Urumatua Whakahaere
Email: accom@auckland.ac.nz

Marzita Kloppers
Resident Manager | Poutaki Wharenoho
Hours: Monday – Friday, 9:00am to 5:00pm
Office: 55 Symonds administration space
Phone: 09 373 7599 ext. 82830
Email: marzita.kloppers@auckland.ac.nz

Mandri Amaraasekera
Resident Coordinator | Kairuruku Wharenoho
Hours: Tuesday – Saturday 2:30pm – 10:30pm
Office: 55 Symonds Administration Space & Te Tirohanga Administration Space
Phone: 09 373 7599
Email: mandri.amaraasekera@auckland.ac.nz

Daniel Ly
Resident Coordinator | Kairuruku Wharenoho
Hours: Tuesday – Saturday 2:30pm – 10:30pm
Office: 55 Symonds Administration Space & Te Tirohanga Administration Space
Phone: 09 373 7599
Email: daniel.ly@auckland.ac.nz

Sinead Fisher
Residential Experience Officer | Pou Wheako Wharenoho
Hours: Mon – Fri, 8:00am – 4:00pm
Office: 440-G03
Email: residentialexperience@auckland.ac.nz

Your Customer Service (Ratonga Kiritaki) team

Laura Roberts
Area General Manager | Poutaki Tiriwā Whānui
Hours: Meetings by appointment
Office: 616 - G001
Phone: 09 973 5300
Email: 55symonds@auckland.ac.nz

Cherie Jongco
Customer Service Manager | Poutaki Tiriwā Whānui
Hours: Monday – Friday, 9:00am – 5:00pm
Office: 55 Symonds Administration Space
Phone: 09 973 5300
Email: csm.symonds@unilodge.com.au

Dara Mohi
Customer Service Coordinator | Kairuruku Ratonga Kiritaki
Hours: Monday – Friday, 9:00am – 6:00pm; Saturday, 10:00am – 5:00pm
Office: 616 - G001
Phone: 09 973 5300
Email: 55symonds@auckland.ac.nz

Lupe Fisi'iahi
Customer Service Coordinator | Kairuruku Ratonga Kiritaki
Hours: Monday – Friday, 9:00am – 6:00pm; Saturday, 10:00am – 5:00pm
Office: 616 - G001
Phone: 09 973 5300
Email: 55symonds@auckland.ac.nz

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 experience you can expect.

Our promise to you:

To act in a genuine transparent, friendly & professional manner
To develop authentic partnerships focused on positive outcomes
To work proactively on maintaining our accommodation, but to work quickly and positively to rectify anything that goes wrong
To ensure that our staff are carefully selected, supported & developed to deliver our services
To actively listen, review and act appropriately on all feedback & suggestions
To apologize if we make a mistake

Our service to you will be:

• Providing safe, clean, maintained and comfortable living environments for students
• Delivering a quality, intentional service, focused on developing positive outcomes for students
• Responding to all enquiries within a given time frame promptly and in a professional manner
• Providing informed advice and support regarding private accommodation where appropriate
• Handling all financial transactions in a compliant and safe manner
• Participating in regular training to ensure we are effective and accessible to a diverse student community and to embrace any changes which will improve the services we provide
• Valuing privacy and treating all personal information confidentially
• Providing you with systems, tools and skills to solve your own 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:

We aim to keep improving our service and seek your feedback on our performance. Please let us know if there are some aspects of our service you believe we have not done well, could do better, or for any reason were not satisfied with. You can provide this feedback informally directly to our team members or email accom@auckland.ac.nz.
Your rights and responsibilities

As a member living in our diverse community, you are afforded certain individual rights that you, as well as those living around you, should respect.

In addition, these rights carry with them a reciprocal responsibility for you and every member in our community. When you uphold your responsibilities, you will be making the university accommodation a great place to live where all students can be successful.

The following is a listing of your “rights” (things to which you are entitled as a resident living in accommodation), as well as your “responsibilities” (what is expected of you as a resident) and they are summaries of what is in your Residential Agreement and Residential Rules of the University:

- **YOU HAVE THE RIGHT** to a safe and secure living environment.
- **YOU HAVE THE RESPONSIBILITY** to keep your living space secured, and to not prop doors open or allow in strangers. You also have a responsibility to uphold all security policies and procedures. Violations of policies and procedures put you and others at risk.
- **YOU HAVE THE RIGHT** to a reasonably peaceful and quiet space in which you can sleep and study.
- **YOU HAVE THE RESPONSIBILITY** to observe quiet hours, to keep your stereo, television, computer and your voice at a reasonable volume in your living environment, and to remind your guests and others that you expect the same of them.
- **YOU HAVE THE RIGHT** to privacy and to the fair use of your room, both in terms of space and time, and the right to be free of unwanted guests in your room.
- **YOU HAVE THE RESPONSIBILITY** to let your neighbours know of your wishes and preference for hours of sleep, study and visitation, and to work through any difference you may have in a peaceful manner. You also have a responsibility to make sure your guests do not violate any of our rules.
- **YOU HAVE THE RIGHT** to confront another person’s behaviour when it infringes on your rights.
- **YOU HAVE THE RESPONSIBILITY** to examine your own behaviour when confronted by another and to work toward resolving conflicts.
- **YOU HAVE THE RIGHT** to seek assistance for fellow members of your community.
- **YOU HAVE THE RESPONSIBILITY** to let someone (Accommodation and/or other university staff) know if you are concerned about a fellow member of your community.
- **YOU HAVE THE RIGHT** to know what is acceptable and/or inappropriate behaviour in your living environment.
- **YOU HAVE THE RESPONSIBILITY** to read the information provided for you by the University of Auckland. This includes, but is not limited to this Resident Handbook, your Residential Agreement, Residential Rules, University Code of Conduct and other relevant material. You may report any alleged violation, whether or not you were personally affected by it.

Your accommodation journey

Preparing for move in

Make your move-in as seamless as possible by following our easy steps! Don’t worry, we will email all new students before they arrive, and we will expand these below!

1. **Familiarise yourself with Accommodation**
2. **Check your immunisation status**
3. **Make your payment arrangements**
4. **Connect with us and let us know when you’re coming**
5. **Pack all your essentials!**

Withdrawal process

**Withdrawing from your Residential Agreement early**

When you accepted your Residential Agreement you agreed to remain in residence and pay for the entire residential period. If you find that you cannot continue your study or you wish to withdraw from your residential agreement you must first speak with your Resident Manager to complete the required paperwork. There are financial consequences for withdrawing from a contract early that your Accommodation team can talk you through this.

For more information, explore our website: [auckland.ac.nz/en/on-campus/accommodation/how-to-apply/withdrawing-from-residential-agreement.html](http://auckland.ac.nz/en/on-campus/accommodation/how-to-apply/withdrawing-from-residential-agreement.html)

**Step 1: Familiarise yourself with Accommodation**

It is important that you familiarize yourself with Accommodation before you arrive! Reading this Resident Handbook is a great first step. Make sure you also read our Residential Rules, information on our website and all emails that are sent to you.

**Step 2: Check your immunisation status**

We want to make sure that Accommodation is a safe living environment, the University of Auckland strongly encourages all of our Residents to have up-to-date inoculations for all preventable diseases such as MMR (measles, mumps and rubella), whooping cough, diphtheria, chickenpox, polo etc. It is strongly recommended that you consider getting immunised for meningococcal disease as well.

If you are unsure about your immunisation history, please consult your GP before you arrive. University Health and Counselling services also recommend you bring a copy of your immunisation records with you. Before you arrive, you will be asked to complete a medical information form on the Accommodation Portal, which will ask whether or not you have had these vaccinations.

**Step 3: Make your payment arrangements**

Your advance payment and Residential Services Fee are charged to your account prior to the start of your residential period and payment must be received before you are permitted to check into residence.

It is important that you have a plan for paying your accommodation fees throughout the year. Talk with your whanau and come up with a budget and payment plan. This will help you keep to the timetable throughout the year.

**Step 4: Connect with us online and let us know when you are coming**

Prior to your safe arrival, we will let you know via email how to tell us your move in date and time. It will be important for us to have this information to manage traffic on the day. We will also let you know how to join our online community!

You can join our online community through our Facebook group - University of Auckland Accommodation. This is a great way to get to know your fellow residents and keep up to date with activities and events in the Residence. Apply to join and one of the staff will accept you to the page.
Step 5: Pack all of your essentials

Here is a list of stuff to think about bringing with you (or shipping after you move in).

### Study:
- Computer
- Headphones
- Chargers
- Stationary

### Live:
- Personal first aid kit
- Mug, keep-cup, cutlery, drink bottle etc.
- Coat hangers
- Umbrella
- Flashlight
- Storage bins
- Blu-tak
- Your personal clothes, rain jacket etc.
- Additional personal items
- Cleaning items (spray and wipe, broom, mop, etc)

### Wash:
- Towels and facecloths
- Shower caddy
- Personal toiletries
- Washing basket and laundry powder (for front loaders)
- Toilet paper
- Hand soap

### Sleep:
- Sheet sets
- Pillow
- Duvet

We will provide a mattress protector on the bed for you. If you don’t want to bring your own bedding, you can purchase a Linen Pack. A Linen pack contains: sheet set, pillow case, duvet, duvet cover, pillow, towel, face cloth, and laundry bag.

### Kitchen:
- Personal home appliances (rice cookers etc)
- Specific cooking equipment
- Dishwashing liquid, brush, cloths and tea towels
- Your food!

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Please do not bring:
- Electric blankets
- Heaters
- Candles, incense or any open flame items
- Hot plates, appliances or fridges (unless approved for medical use)
- Cellotape or other adhesives that may damage the walls.
- Many rooms have notice boards. You can use drawing pins/tacks on these.
- Weapons
- Fish or other living pets

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### Moving in

Your move in day is stated on your Residential Agreement, but if you need to move in earlier, please contact us by email at 55symonds@auckland.ac.nz and we will do our best to accommodate you. Please be aware that arriving early will result in an additional charge.

You can move in with three easy steps:

1. **Collect your key/swipe:**
   - Do this while your whānau unload

2. **Unload your car:**
   - Drop off only

3. **Move in:**
   - Haere Mai!

We will email you more detailed information before you arrive to our Residence. Make sure you regularly check your emails prior to your move in date.

**The 55 Symonds Reception is open 9:00am-5:00pm Monday to Friday.** If you arrive outside of these times please call the staff on duty and they will come and assist you. Upon check in we will issue you with your swipe access to your room and the building.

Once you check in you will be given your keys and swipe access to the building.

If you drive to 55 Symonds, please be aware there is no parking available. There is a short-term Loading Zone space in front of the residence and various public car parks nearby.

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### Keys and access cards:

When you arrive at the Residence you will be issued with your room access card. Your access card will enable you to have 24/7 access into the Residence and your studio. If you lose or damage your access card, you must notify the customer service team immediately and pay for a replacement.

Please be responsible with your access card. You are NOT permitted to give these to anyone else to use.

### Your room allocation:

You will be allocated a room at the discretion of the Resident Manager. Please note that you will not normally be able to change rooms during the year, often due to full occupancy. We will not inform you of a specific room number before arrival, because it could change prior to move in day.

### Tips to settle into your new home:

Moving into a new place can be hard. To make it easier for you we have some helpful tips for you:

- Bring along plenty of familiar things from home to decorate your room with;
- Walk around the building and introduce yourself to your new neighbours;
- Find someone to go and explore your new home and city with;
- Make sure you meet your RA;
- Make sure you get involved with our events and activities;
- Let your whānau and Accommodation know when you are feeling overwhelmed.
Your residential services and facilities

Accommodation Portal | Tomokanga Wharenoho
The Accommodation Portal | Tomokanga Wharenoho is our online tool to assist you while living in accommodation.

The Accommodation Portal | Tomokanga Wharenoho is where you:
• Apply for accommodation
• Pay your accommodation fees
• Report maintenance issues
• Sign off on your room inventory
• Purchase items and event tickets on the shopping cart
• Book the use of communal resources
• Complete your medical history form

Bookmark accommodation.auckland.ac.nz for use throughout the year.

Accommodation fees
Accommodation fees are calculated for the full period stated in the Residential Agreement, and include utilities such as water, electricity, and internet access to the University’s broadband system. After your advance charge and residential services payment you will need to pay for the remaining balance.

The remaining balance of your accommodation fees will be applied to your account fortnightly according to the payment schedules on the Accommodation website. You are required to make payment of each fortnightly charge by the corresponding due date.

Additional charges
It is your responsibility to ensure that any additional charges made to your account due to damages, defaulting on payments, or items purchased through the online shop are paid in full before you check-out. The deposit of $900.00 you paid at the time you accepted your Residential Agreement, will be credited to your room account at the beginning of your residential period.

Your Accommodation online shop
The Accommodation online shop (shopping cart) is the place you go to purchase bedding packs and Accommodation event tickets. It is located in the Accommodation Portal and payment is taken online.

Your financial responsibility
If you are 18 years or over (and not associated with a study abroad group) you are responsible for the timely payment of your accommodation fees. You are to ensure that you do not fall into debt and pay for all additional services, cost recovery or events promptly. The University will hold you as the contract holder liable for all debt and if your balance is not at $0.00 on check out, you could be referred to debt collectors. Please contact a member of the Accommodation team if you are having financial difficulty so that we may advise and support you as needed.

Paying your fees
You can pay your accommodation fees in two ways
Automatic payments via your bank. This is the preferred method of payment. Ensure that you use the first and last fortnightly instalment dates detailed on the Table of Fees for your residence when setting up your automatic payments through your online banking account or directly with your bank.

Online payments can be made via the Accommodation Portal, by simply logging in, clicking on the Accounts tab in the blue menu bar, and following the instructions provided. Please note: we do not take cash or cheque payments for accommodation fees.

Accommodation bank account details:
Name of bank: ANZ
Branch: Auckland
Name of account: University of Auckland Accommodation
Account number: 01 1839 0818777 07
Reference: Please provide your student ID number and residence name only as a reference on all bank payments.
SWIFT code: ANZBNZ22
SWIFT BIC ADDRESS: NEW ZEALAND
ANZ Bank New Zealand Limited
170-196 Featherston Street
Wellington, New Zealand

You should note down the dates that your payments are due by. Please see this link for copies of your payment schedule: auckland.ac.nz/accommodation-fees

Important information to consider
The period of the residential agreement is fixed. You will be required to pay for the accommodation for the full period you have agreed to even if you arrive later than the start date, or leave prior to the end date. When looking at your room account online, ‘Cr’ stands for credit and indicates a positive balance where ‘Dr’ represents debit and indicates a negative balance.

Accommodation Portal | Tomokanga Wharenoho
The Accommodation Portal | Tomokanga Wharenoho is our online tool to assist you while living in accommodation.
Communication

Email
Please make sure that your email address is current and up to date on Student Services Online (SSO). Important communication will be sent to you via your preferred email address as listed on SSO.

Please check your email address regularly for messages. Read every email carefully before deleting emails to make sure that you don’t miss something important!

Phone numbers
Please make sure Student Services Online is updated with your current NZ mobile phone number. There may be an occasion where we need to contact you quickly.

Notices
Notices are posted on the boards in common areas and around the Residence. Check these daily for any up and coming social events or for notices regarding that may affect you and/or your potential guests. Residents are to follow all posted health and safety notices.

Mail
Your incoming mail should be addressed to you as follows:
[Your name]
[Your room number]
53-55 Symonds Street
Grafton, 1010

Mail is delivered to the Residence each weekday. You can collect this from the alphabetical letter boxes near Reception. Registered mail and courier parcels will be held at Reception with your name and apartment number for you to collect. You will be informed by email that you have something to collect. Please pick up your package within one business day of receiving the email notification.

Social media
Accommodation communicates regularly on Facebook. Our Accommodation Facebook page is subject to all of our normal rules and regulations. Remember our Facebook group is: UoA – 55 Symonds 2023.

Social media guidelines
The University encourages students to explore social media responsibly to enhance communication and further support the conduct of teaching, learning and research. You should be aware of the following guidelines:

• Be transparent (honest about who you are), be accurate (thoughtful before you post), maintain confidentiality and be respectful (respect privacy and copyright).

• You should assume that all activities on social media are public.

• You should uphold and protect the image of University, including your Residence, when publishing content online or carrying out activities in an online environment.

Note on the permission of others
You should also be mindful of having sought and gained the consent of involved parties, whether posting to the Residence Facebook page, your own Facebook or any other social media channel (Instagram, Snapchat, Twitter etc). This is particularly relevant for photos and videos. You must always gain permission from someone whose photo/video you intend to post. If they don’t want their photo/video posted, respect that decision. If you post something without the express permission of the person involved, it may be a breach of their privacy. Depending on the nature of the material, there may be more serious repercussions, such as legal action or a police investigation. If in doubt, always ask the person concerned. You can’t assume they will agree. And if you can’t contact them or have any doubts about what you’re doing, don’t post.

Self-catering
Self-catering can be a new experience for many of our Residents. It is important to make sure you are safe, respectful and courteous of others when you are cooking in your flat kitchen or a shared communal kitchen.

Tips on self-catering
• Please ensure to wash your hands for 20 seconds with soap or sanitise before preparing your meal;
• After your meal, please ensure you dispose of food and waste appropriately;
• Please ensure you clear up any spills or mess efficiently;
• Please ensure you clean your own dishes and leave the benches clean and clear for others to use;
• Please ensure you store your food correctly for everyone’s health, safety and wellbeing;
• Label food in your cupboards, fridge and other storage locations if you are not wanting others to use, and don’t take items that are clearly not yours.

Cooking facilities
• All of our studio apartments offer a small kitchen with a fridge, kettle, microwave and cooking hobs.
• A large communal kitchen is available for group activities on Basement Level. Please clean up the kitchen after yourself and make sure you do your dishes.

• Please note: You may bring a rice cooker or other small appliances with you to the residence and store them in your room, however, you must use them in the communal kitchen area, never in your room. Please ensure you remove rice cookers and other small appliances from the communal kitchen once you have finished cooking.

• A basic kitchen pack of utensils and crockery is provided in all studios. If you are using these in the communal kitchen on Basement Level, please make sure you take your items back to your studio when done.

• If you are storing food in the communal fridge/freezer on Basement Level please make sure your food is labelled with your name and room number.

Cooking education
Accommodation will organize opportunities for you to hone your cooking skills. Your Resident Advisers will promote these throughout your stay. We also have an Accommodation cookbook which contains recipes of tried and test student friendly meals. You can access our Accommodation cookbook here: ebooks.auckland.ac.nz/resident_cookbook/index.html

Self-catering

Tips on self-catering

Cooking facilities

Cooking education

Accommodation cookbook

Accommodation cookbook

Your room

Things you will find in your room/apartment

- Your bed and lounge space:
  - Your bed, with a mattress protector on it
  - Desk and study chair
  - Wardrobe
  - White recycling paper tray and black waste cube
  - Noticeboard
  - Lounge chair
  - Television

- Your kitchenette:
  - Starter kitchen pack
  - Kettle
  - Toaster
  - Microwave
  - Cooking element
  - Mini-Fridge

- Your bathroom & toilet:
  - Toilet brush
  - Toilet
  - Shower
  - Handbasin vanity unit

Room inventory checklist
You will be asked to complete an online room inventory checklist on our Accommodation Portal when you arrive. Identify any missing items and/or damage. If you do not complete the checklist, we will assume that the room is in perfect condition. A levy will be imposed on you for any damage during your period in residence or for damage not identified on the checklist. You can complete your room inventory on the Accommodation Portal at accommodation.auckland.ac.nz

Room changes
We spend a lot of time reviewing resident applications for room preferences. We ask that all residents spend a minimum of two weeks in their room before they submit a request for a room change. If after two weeks of being in your room you find you do want to move to another room you can apply in writing to the Resident Manager at 55symonds@auckland.ac.nz. Please note that there is a high chance that we won’t be able to meet your request due to full occupancy of the accommodation.

Recreational facilities and common areas

Barbecue
A barbecue for your use is available outside the communal kitchen. If you need assistance with this, please see a member of the Accommodation team.

If you use the barbecue you must clean it after use and leave it in good condition for other residents to use. Please bring your own BBQ utensils and cleaning equipment. You will be liable for any costs associated with cleaning, repair or replacement.

Please be mindful of residents living near the courtyard; please keep the volume and the general noise in the courtyard to a minimum.

Games and social lounge
A communal lounge is available on Basement Level and all studios are equipped with a television set. Please be mindful of residents living near the common areas; keep the volume of the television and the general noise in the common room to a minimum.

You are responsible for keeping the common areas in a reasonable state of tidiness. Please treat the furniture with respect.

A Pool Table, Table Tennis Table and Foosball Table are provided in the games room for your use.

Please be conscious of your noise level, particularly after 10pm.

Music room
The music room is located on the Basement Level of 55 Symonds.

Grounds
We appreciate your assistance in maintaining the surroundings in the best possible condition. A friendly reminder that the University of Auckland is smoke and vape free.
Study spaces
Communal study
There is a large group study lounge located on the basement level of 55 Symonds. Additionally, there are 5 small silent study rooms located on floors 2, 4, 7, 11, and 13.

Bicycles
There is bike storage available at 55 Symonds. You will need to register your bike with the Reception team to be given access to the bike storage area.
- You may not store a bicycle in your room or any area other than the bicycle storage area unless this has been arranged with the Accommodation team.
- Please note that if you wish to leave your bicycle over the summer, you must arrange this with the Accommodation team. If you leave your bicycle over the summer without authorisation, it will be deemed abandoned property and we will dispose of it accordingly.
- The University of Auckland assumes no responsibility for your bicycle while it is parked or stored within our properties. We strongly recommend that you insure your bicycle and keep it securely locked with a D-lock (chains and padlocks are often insufficient) at all times.

Cars and parking
There is no on-site parking available at 55 Symonds. You are encouraged to find private parking options in the city if you require it.

Confidentiality
Staff and residents of University accommodation endeavour to treat each other with respect and to treat private matters in confidence. There are, however, rare occasions when it may be necessary for staff to contact other concerned outside adults (such as guardians or study abroad agents).

Cleaning and room inspections
Cleaners are employed to clean the common areas, hallways, kitchenettes and bathrooms. You are responsible for cleaning your own bedrooms. Rooms are to be kept clean and tidy and in a condition that does not create health or safety hazards. Vacuum cleaners are available at reception for you to use.

Vacuum cleaners
You are responsible for cleaning your own rooms. Our Residence has vacuum cleaners available for you to use. These are located at reception during business hours. You can borrow the vacuum cleaner for 20 minutes. When you have finished with the vacuum cleaners you are responsible for emptying and returning it in good working condition. Please do not vacuum up liquids or large objects. If the vacuum is faulty, please let your Customer Service Team know.

Room inspections
Room and flat checks will be conducted twice a year. If your room and/or flat is found to be in an unsatisfactory condition you will be given a specific time period to rectify the problem. If you cannot meet the required standard then your room may be cleaned by the cleaners at your expense.

We will also be checking your starter kitchen pack items during the room inspections. If you are missing any items we will replace these at your own cost.

Reporting cleaning issues in the Residence:
If you notice any cleaning issues in the communal spaces of the residence, please report this as soon as you can to the reception team. We will then work with our Cleaners to resolve the issue.

Cost recovery
There are times when students may cause damage to the building, communal areas and/or furniture, where items from the Hall might be taken and not returned. When situations like these occur, your Resident Manager will lead an investigation for more information. This investigation will include:
- Communication of the damage via email, social media and posters
- A request for anybody to provide information on the damage/taken item
- Checks of all available security and staff information

If after all the above, there is no specific Resident(s) to attribute the cost to, then as per the Residential Rules a communal damage charge will be placed on all in-room Residents’ accounts.
It is in the best interest of our whole community if everyone respects and looks after our home and keeps it safe.

If you cause accidental damage to accommodation property then you will be charged a recovery cost for the repairs and/or replacement of the property, as per the Recovery Cost Schedule, up to a maximum value of $3,500 + GST per incident. For a schedule of recovery costs, please refer to the Incident Recharge Costs web page: auckland.ac.nz/en/on-campus/accommodation/university-accommodation/residential-rules-flats-and-apartments/accommodation-fees/incident-recharge-costs6.html. If the person responsible for the damage cannot be identified, the cost will be borne by all the resident students as part of a cost recovery levy. Any damage that is deemed malicious or intentional will be recovered at the full cost of the repairs and/or replacement and the $3,500 cap will not apply.

Civil defence
The University of Auckland has made civil defence preparations that will assist us in managing an emergency such as an earthquake. We expect co-operation from each individual student about these preparations. Students should also take their own personal steps to make sure they are prepared in a civil defence emergency. We encourage students to visit the Civil Defence website getthru.govt.nz for more information and to ensure you have what you need to get through.

Earthquakes
In the event of an earthquake, you should seek cover away from glass and brace yourself (drop, cover, hold). Remain in this position until shaking stops and it is safe to exit building. Assemble in our emergency evacuation point. A roll call will be taken promptly. Please do not leave the site without informing a staff member.

The location of your emergency evacuation point is: the grassed area on the corner of Wakefield St. and Airedale St.

Accommodation arrangements during a pandemic
If there was a global pandemic, as we saw with H1N1 in 2009 or Covid-19 since 2020, unless otherwise directed accommodation will remain open with strict safety protocols in place. The University will introduce specific policies and rules for the safety of all residents, staff and community members.

In the event of a Pandemic all residents are expected to be prepared and adhere to:
- Ministry of Health Directives and Guidelines
- Instructions from Accommodation and other University staff
- Social Distancing Guidelines and Restrictions
- Sanitising Requirements
Residents must comply with the following:
- 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 and/or emergency services

During a pandemic lockdown Accommodation staff will still support you and most of our engagement offerings will become digital. Staff will still be present in the 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.

**Heating & air conditioning**

Studios are heated and cooled by air conditioning units. These are user controlled by a thermostat on the wall. We encourage you not to use heating during the summer months.

**Restricted access areas**

**Roof access**

You are not permitted to be on the roof of the Residence at any time. If you are found to be on the roof, there will be a conduct process initiated.

**Administration areas**

The offices and administration spaces of the Accommodation staff are off-limits to all residents.

**WIFI**

Wireless internet access is available through the use of the University of Auckland administered WIFI system. The Residence is a wireless accommodation unit. If you are experiencing issues with the WIFI please let a member of the Accommodation team know so that we can report it quickly for resolution.

Please note that Accommodation does not guarantee a minimum speed for internet access. WIFI provided in accommodation is managed by the University’s Connect department through the Digital Services division and not through Campus Life.

**Having WIFI issues:**

Are you having WIFI issues? It is important to provide accommodation with as much information as possible. Accommodation will then report this issue to Connect on your behalf. Key information to provide would be:
- Your name, room number and student ID number
- Summary of the issue you are experiencing
- Screen shots of your issues
- Log of times when this is experienced
- Speed test results conducted through sites like speedtest.net

Email all of this information to 55symonds@auckland.ac.nz

**Laundry**

Complimentary automatic washing machines and driers are located in the laundry room on the basement floor.

- Hand washing tubs are also provided.
- We recommend that you mark all your clothing and personal possessions clearly.
- Out of consideration to other users, please do not leave your clothing in the machines after the cycle is finished.
- Ironing boards are available in the laundry room and irons are available from Reception
- Do not leave your laundry in the laundry room unattended for long periods of time.

**Lost property**

Please hand in any unattended belongings you find to an Accommodation staff member to be held in lost property until it can be returned to the owner.

- Report any belongings you lose to an Accommodation staff member with a description of the item and when and where it was last seen.
- We will communicate on our Facebook group any lost property.

These uncollected items will then be disposed of, or donated to charity.

**Maintenance**

If you notice anything in your room or any other part of the residence that needs repairing please let the Accommodation team know. You can do this by logging a ‘My Maintenance’ request on the Accommodation Portal at accommodation.ac.nz or by letting one of the team know at Reception. If urgent repairs are required and the Reception is closed please contact the on duty staff member.

**Maintenance response**

Accommodation works hard to quickly to resolve all maintenance jobs logged. Once you have logged a ‘My Maintenance’ request on the Accommodation Portal, you can expect the following response times:

- Urgent — Same day
- High — 24 hours
- Routine — 5 work days

Please note that these times are estimates and in some circumstances it may not be possible for repairs to be completed in the above time. This will depend on the complexity of the job, parts available and other factors out of our control. If your request has not been completed in the above time, you can reach out to your Administrator for more information.

**Printing**

There is a communal printer/copier located in the lobby at 55 Symonds available through the University’s printing services system.

**Recycling and waste**

55 Symonds has labelled rubbish and recycling bins. Please pay attention to what you are putting in each bin. It is your responsibility to empty the rubbish in your studio and take it to the rubbish areas located on the basement level.

Please make sure you rinse out all bottles, cans etc. before you put them into the recycling or we will have trouble with flies, rodents and odours.

Do not leave rubbish lying on the ground in this area as this incurs extra cleaning charges by the waste removal company, as well as creating fire and pest hazard.

Please do not contaminate any of our recycling receptacles. If contamination occurs then we are required to divert the contents to general waste.

Please empty your studio rubbish bins regularly.

**Storage**

No storage is available at the residence. If you need storage of your belongings after leaving the residence you will need to contact private suppliers.

**Vending machines**

There are food and drink machines located in the common area on the basement level. These are provided by EFTPOS Vending and do not accept cash. If you have any questions or concerns regarding the vending machines please contact EFTPOS Vending directly on the numbers advertised on the machines.
Your residential experience and support

The holistic success of our residents and the experience they have while living in here is at the core of what we do in University accommodation. Every Accommodation event or opportunity for engagement in accommodation will have a focus on wellbeing.

Our approach to your hauora and engagement
In University accommodation, your success tool kit is represented as your Waka, with each paddle of the Waka symbolising an area of our Accommodation framework. The Waka is a symbol of the University as a means for you to journey forward in pursuit of education.

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

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

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

Our success dimensions (the paddles in your Waka) 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 fulfillment.

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

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

Academic assistance
We endeavour to provide an environment that is conducive to academic excellence and success. If you require academic assistance, please do not hesitate to discuss this with your Accommodation team, who will be able to assist you in making the necessary arrangements.

Accommodation promotes self-motivated learning. You are encouraged to create and join study groups, general or subject focused. The RAs will assist in this wherever possible. Residents must be full-time University of Auckland students. Residents are expected to attend the lectures, tutorials and laboratory sessions for which they are enrolled.

Our Residence engagement programme
We aim to provide a healthy, engaging living and learning environment for you to achieve the amazing. We encourage you to get involved in the life of the Residence.

Accommodation provides a strong, vibrant and multi-cultural activity programme. Along with key calendar events organised by your Accommodation team, there will be an opportunity for you to collaborate on events for you and your peers.

You will have fortnightly floor meetings with your RA which will focus on building strong connections and developing your skills and knowledge to be successful citizens. These meetings will be structured around topics and learning outcomes from our Waka of Wellbeing.

Always a highlight of the activities programme are the Inter-Residential | Tātāwhāinga ā-Wharenoho competitions between our many accommodation communities. We want 55 Symonds to have a brilliant reputation in this area!

The Inter-Residential events | Tātāwhāinga ā-Wharenoho are:
- Volleyball
- Kī o Rahi
- Debating
- Basketball
- E-sports/Gaming
- ‘Green Your Room’ Challenge
- Quiz
- Netball
- Futsal
- Talent Quest
Submitted on time (at least two weeks before facilitation);

| Mind, Inclusive and open to all; |

The Resident Grant Scheme is an initiative where you as a resident have the option to facilitate opportunities and events that meet your community needs. This is where the Resident Grant Scheme comes in!

The entire 55 Symonds community will elect a Representative | Māngai Wharenoho Tauria to sit on the Residential Advisory Committee | Komiti Whakamāherehere Wharenaho. They will be commonly known as the 55 Symonds RAC Rep.

If you have any questions please email your Residential Experience Officer at: residentialexperience@auckland.ac.nz

Resident interest groups
In your hall we also encourage and support students to manage their own interest groups. Examples of these are our Rōpū Kakariki (green team), Rāpū Hauora (Wellbeing team), Rainbow group, philanthropic groups, music groups and more. See your Resident Manager, Resident Coordinator or Residential Experience Officer if you are interested in setting up or being part of an interest group.

Your community, your events! – Resident Grant Scheme
This is your community and as such, it is important that you have the option to facilitate opportunities and events that meet your community needs. This is where the Resident Grant Scheme comes in!

The Resident Grant Scheme is an initiative where you as a resident can request event funding and support from your Accommodation team to deliver an event in your accommodation community. You can request funding between orientation week and study week.

How does the Resident Grant Scheme work? The high-level process for the resident grant scheme is:

- You have a fantastic idea for an event and let your Resident Manager or Coordinator know;
- Your Accommodation team will support you in completing an application and letting you know the ways in which we can help;
- All ideas welcome as long as they are reasonable and able to be practically facilitated;
- Events will have to be on-site in accommodation (sadly we are unable to support off-site events due to risk factors);
- The only criteria for events are they need to be:
  - Safe;
  - Inclusive and open to all;
  - Some educational aligned to the Waka of Wellbeing (Mind, Body, Spirit, Environment, Social);
- Submitted on time (at least two weeks before facilitation);
- Accommodation staff will purchase and arrange for supplies, equipment, food, resources, and other items;
- You will host, facilitate and pack up your event;
- You will complete a brief post event reflection that can be used to help future residents maybe facilitate the same or similar event.

Who reviews events?
All events are reviewed by a panel which consists of:

- Your Resident Manager – Chair
- Your Resident Coordinator
- Your Residential Advisory Committee student Representative(s)
- One Resident Adviser from your community
- The Ngā Wharenoho Residential Experience Officer

If you have a great idea or want to know more specifics contact your Resident Manager or Coordinator! We can’t wait to see what special character you add to our community!

We are a community
Caring communities
By living on campus, you are part of a caring and supportive community. This means that we all look out for one another; we support one another and have respect for each other. Your Accommodation team work in partnership with you to help foster this community and ensure every member is OK. Our motto is: He waka eke noa! We are all in this together.

Are you worried or concerned about a fellow resident?
There are times where you might be worried or concerned about a fellow resident, friend or community member. We encourage you to start a conversation. You don’t need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps:
1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in*

*Taken from www.ruke.org.nz

We encourage you to report up to an Accommodation staff member if you are worried about anyone or you have not seen anyone for a while. You can do this by:

- Popping down and seeing reception on the ground floor
- Calling out 24/7 duty number: +64 27 405 0442
- Emailing the Residence: 55symonds@auckland.ac.nz

Have you seen any concerning conduct?
If you have seen behaviour that is concerning or would constitute misconduct please report this to an Accommodation staff member immediately using the duty number.

The Proctor is a primary reference point at the University for all matters relating to student conduct. Learn more about the University Proctor and find the form for reporting at https://www.auckland.ac.nz/en/students/complaints-and-incidents/university-proctor.html

Living together
Learning to live together will be a huge part of your experience! So here are some helpful tips:

- Learn people’s names, it makes them feel special
- Respect people’s personal space, they will do the same for you.
- Clean up after yourself in common areas, a clean environment goes a long way.
- Be mindful when cooking and or preparing food, we all have different tastes.
- Think of others before making a lot of noise, whilst you may have a day off, someone may have an assignment to complete
- Remember to check in with each other, no one will be upset at you for simply asking “Hey, how are you going today?”

Loneliness and homesickness
Loneliness and homesickness can affect any student during their academic year. By choosing to live in a Residence, you have already chosen one of the most effective strategies to deal with loneliness and to succeed at your studies. However, it can be easy to feel isolated even in a community.

Here are some strategies that may help you overcome loneliness:

- Sit in a common room or lounge, not in your bedroom. Watch some TV, play games or eat in a communal area to take the opportunity to meet others.
- Get involved with organised activities, attend area meetings and look out for flyers or posters that announce events.
- Talk to a member of the Accommodation team if you continue to feel lonely. They may not be able to fix the problem for you but are happy to listen and to try and help you to find the answers that will work for you. There are also professional counsellors and wellbeing groups on campus who are prepared to help students in a variety of ways.

University zero tolerance policy
The University is committed to protecting the rights and dignity of members of the University community. The University does not tolerate any form of harassment, bullying or discrimination.

The University expects all students and staff to abide by the laws that protect against bullying, harassment and discrimination and to treat each other with respect, courtesy and consideration at all times.
Consent

Whether you are in a long term or casual relationship, you and your partner deserve to be treated with respect.

Consent is a free agreement made together about any sexual situation or experience.

Consent is always agreed to in the moment. Having consented previously doesn’t mean you consent in the future. Being married doesn’t automatically mean there is consent.

Consent is not a contract. You can change your mind. If you are not comfortable with something you have a right for it to stop. It’s OK to say stop.

It isn’t consent if:
- You are drunk or drugged;
- Someone forces, threatens or coerces you in anyway - verbally, physically or emotionally.
- You are under 16 years old.

For more information visit: auckland.ac.nz/en/on-campus/student-support/personal-support/be-well/healthy-money-matters/consent.html

Family violence – it’s not OK

Family and relationship violence can take many forms including physical, psychological, sexual, financial or spiritual abuse. It can disrupt the ability to study or work and can negatively affect performance, effectiveness, safety and wellbeing. It can also impact colleagues, friends and other members of the University community.

The University is committed to being safe, inclusive and equitable. We affirm that family and relationship violence is unacceptable and that every person is entitled to respect, and to live free from fear and abuse.

See our Family Violence Policy and Family Violence Prevention and Management Guidelines for information about how the University provides reasonable support for students and staff affected by family and relationship violence.

For more information visit: helpline.org.nz/get-help/helpline.

International student support

The University is committed to providing special support for our international students. The international office and their team of trained advisers can help guide students and provide them with support to ensure you are well-informed, safe and properly cared for.

For more information visit: auckland.ac.nz/en/on-campus/student-support/personal-support/international-student-support.html

Financial support

Thinking about money can often be uncomfortable, especially if we are heading into financial hardship. We want you to know that we are here to support you. If you are experiencing financial hardship please do talk to your Accommodation team, we are able to assist you and refer you support services. The University also offers a range of financial support services, you can explore these on the University website: auckland.ac.nz/en/study/fees-and-money-matters/financial-support.html

Tips to ensure you’re financially successful in accommodation:
- Have an honest conversation with your whānau or support network on your arrangements for paying your accommodation fees
- Apply for any StudyLink support you are entitled to early
- Create a budget for the year with your income and expenses
- Actively monitor and review your spending

Theft and your personal responsibility

Living in a communal environment is great. However, sadly there are times when a guest or fellow resident might make the decision to steal or take items that do not belong to them. The University of Auckland does not take any liability for lost and/or stolen items.

We encourage you to take personal responsibility for your items and recommend the following actions are taken to minimize any loss of items:
- Keep your bedroom closed and locked when you are not in it;
- Do not lend your keys and/or campus card to anyone else;
- Do not let anyone you do not know into the building;
- Do not leave your personal items unattended in communal spaces;
- Make sure you have personal contents insurance

University security services

We aim to provide a safe and secure environment for students, staff and visitors. Security officers proactively patrol the University grounds and respond with security services as required. They are trained and qualified to attend and manage all security incidents and emergency situations.

Security officers are dressed in black trousers, blue shirts with a white security logo and a name badge. Contracted security officers are dressed in black trousers, white shirts with a red Simply Security logo. All security will display a certificate of approval and staff identification.

Accommodation security

University Security patrol the perimeter of Accommodation buildings in the evening and are on call to assist Accommodation staff with situations as they arise.

Accommodation security cameras

To assist in keeping our environments safe, Accommodation have security cameras at entrances/exits, key thoroughfares and external areas. These cameras are monitored by University Security where the University owns the property or by the landlord of the property for University leased properties.

Security services contact details

City Campus:
- Security Control Room (24-hour)
- 24 Symonds Street
- Phone: +64 9 373 7599 ext 85000
- Freephone: 0800 373 7550
- Email: city.security@auckland.ac.nz

General Library:
- 12 Grafton Road (Reception Desk level 1)
- Grafton Campus:
- Boyle Building
- 5 Park Road (Main Lobby)
- Phone: +64 9 373 7599 ext 86081
Health & safety on campus

The University is committed to providing a safe place to live and study. You are responsible for your own personal safety and making sure you do not put yourself or others at risk. For simple tips and contact details to help you stay safe on campus, visit: auckland.ac.nz/en/health-safety-wellbeing.html

Reporting concerns, accidents, near misses
Your Resident Manager is the designated Health and Safety officer for your Hall. If you see any behaviour that you think is unsafe, witness a near miss or an accident please report it to them. You can also report online any Health and Safety Campus or Hall incident by visiting auckland.ac.nz/en/health-safety-wellbeing/report-concerns-hazards.html.

Healthcare, accidents and first aid

If you are ill, you should report this promptly to a member of the Accommodation team. They will assist you where appropriate, especially if you might need medical attention. It is important to seek assistance for medical conditions before they become too serious, as illness can spread very quickly in a group living situation.

Accidents, injuries and first aid

If you are involved in any form of accident or injury on-site, you must let a member of the Accommodation team know promptly. Each Accommodation staff member has undergone first aid training and, if present, can help with injuries on-site.

After the event you will be required to fill out an incident report, which is forwarded to the University Health and Safety department. This is an Occupational Health and Safety requirement.

If you call an ambulance for any reason, inform a staff member immediately so that they can ensure paramedics have access to the building and can be directed to the right area.

If you are unwell, avoid close contact with other people.

Supporting you through health issues

Accommodation cares deeply about your health and wellbeing. If you present with health issues while you are living on campus, Accommodation will support you in assessing the issue and determining the best way forward in partnership with you and assist you in making those appropriate connections you need to get well.

The support we can offer ranges from ensuring that you have meals in your room to connecting you with external support or advising on accommodation. There are times where it is not possible for Accommodation staff to join you on your way to a health provider, but where possible we will contact a nominated person and see if they will support you.

Hygiene and hand washing

It is important we all maintain excellent hygiene practices when we are living in communal environments. Hand hygiene is particularly important. We have a number of hand sanitizer stations located around our Hall. The Ministry of Health also recommends the following practice for hand washing: Wash hands for 20 seconds. Dry hands for 20 seconds.

Steps for clean hands

1. Wet your hands under clean running water. Use warm water if available.
2. Put soap on your hands and wash for 20 seconds.
3. Rub hands together until the soap makes bubbles.
4. Rub on both sides of both hands ...
5. and in between fingers and thumbs ...
6. and round and round both hands.
7. Rinse all the soap off under clean running water.
8. Use warm water if available.
9. Dry your hands all over for 20 seconds. Using a paper towel is best (or, if at home, a clean dry towel).

Always wash and dry your hands ...

Before:

• Eating or preparing food.

After:

• Sneezing, coughing or blowing your nose (or wiping children's noses)
• Gardening (or playing outside for children)
• Having contact with animals
• Going to the toilet or changing nappies
• Looking after sick people.

Cover coughs and sneezes

Some infectious diseases can be transferred in the air when an infected person coughs or sneezes. Examples include influenza, measles and chicken pox.

If you are unwell, avoid close contact with other people.

Cover your coughs and sneezes to stop spreading the illness to other people.

• Cover your mouth and nose with a tissue when you cough or sneeze – then put the tissue in a bin.
• If you do not have a tissue, cough or sneeze into your elbow.
• Clean your hands after you cover a cough or sneeze.

Student Disability Services

Ratonga Haustanga Taureau | Student Disability Services (SDS) provides support tailored to your needs. This includes advice and advocacy, as well as help with digital and physical access to the University. We also have a range of resources available to students in our dedicated study spaces. Contact us early so we can confidentially help you.

disability.auckland.ac.nz

Te Papa Manaaki | Campus Care

The team works with students to better understand their concerns and needs, streamlining interactions with campus services, and developing a plan that works in the best interests of each individual.

Students are assigned a single case manager or mental health case manager (dependent on your particular circumstances) who remains in contact and guides them through internal and external services that can support their needs. Students can be referred by others or reach out directly to seek advice.

auckland.ac.nz/campus-care

Student Wellbeing

Be Well offers a range of tools and information to help you care for your physical, emotional and spiritual well-being, so you can thrive during your time at University. Our focus is on proactive and preventative measures that promote health, reduce stress and enhance a sense of community and belonging – particularly through events and training sessions led by our Student Wellbeing Ambassadors.

auckland.ac.nz/be-well

Student Hub

The Students Hubs are gateway to Waipapa Taumata Rau | the University of Auckland. They can provide guidance on a wide range of information and services including programme and course advice, navigating the University, library services, support options, and more.

Student Hub online

Student Hub Online has answers to questions about the University – 24 hours a day, 7 days a week. You can search for the answer to your question, or browse the most common questions.

pua.custhelp.com

Student Hub City Campus

Student Hub, City Campus is located at Te Herenga Mātauranga Whānui | General Library (5 Alfred Street, building 109 on the City Campus Map). It is open Monday-Friday 8am-8pm, Saturday and Sunday 9am-5pm.

Visit Student Hub, City Campus now, or simply see the University website for more information on the support and services the University offers.

auckland.ac.nz/en/students/student-hubs.html
Sustainable living

We are committed to being a sustainable campus and supporting you in being environmentally friendly. Accommodation has worked hard over the years to ensure our buildings are as efficient as possible, and you have a living environment that supports responsible environmental and sustainable practices. This requires everyone to work in partnership, so we need your help.

**Sustainable study:**
- Think before you print, and print only if it is essential
- Use electronic rather than paper-based filing systems for all projects
- Design documents to minimise paper use by reducing the size of the margins
- Collect single-sided paper and re-use it for notes and drafts
- Use double-sided printing and photocopying modes wherever possible
- Recycle paper that has been used on both sides

**Conserve energy:**
- Turn off the lights that aren’t needed in your room and flat, especially when you leave
- Turn off computer screens that are not in use, make sure that energy-saving modes are operating on all types of electronic equipment.
- Make sure appliances (such as TVs) are turned off when not in use

**Save water:**
- Use a cold water wash cycle whenever possible.
- Try showering for four minutes or less.
- Put in the plug in the sink when you want to rinse something.
- Turn the tap off when you are soaping your hands.
- Turn the tap off when you brush your teeth.
- Make sure you do full loads of laundry in the washing machine.
- If there is a leaky tap - tell an Accommodation staff member who will organise for maintenance to fix it.

**Reduce your waste sent to the landfill:**
- Think before you buy, use or waste and re-use whatever you can, avoid unnecessary consumption.
- Choose products that are more durable, have recyclable or compostable packaging, and have fewer environmental impacts
- Think about your everyday habits, can you carry with you a keep cup, drink bottle or other reusable item?
- Can you carry reusable shopping bags with you?
- Choose products with minimal, recyclable packaging.
- Avoid highly packaged foods and beverages.
- Avoid replacing products that are still functional.
- Repair, rather than replace, repairable items.
- Reduce your food waste, compost where you can and don’t make or purchase more than you can finish.
- Ensure you recycle effectively - do not contaminate the recycling bins with incorrect items.

If you have other tips and tricks, please let your Accommodation team know, otherwise you can learn more about what the University is doing on our website: auckland.ac.nz/en/about-us/about-the-university/the-university/sustainability-and-environment.html

**United Nations Sustainable Development Goals**

The University of Auckland supports the United Nation Sustainable Development Goals (SDGs). Throughout the year Accommodation and the wider university will be providing further information and programmes on how you can support and get involved with the SDGs. This is in conjunction with our Waka of Wellbeing framework. If you would like to get involved and organize opportunities for your fellow Residents to learn more about the SDGs please let your Resident Coordinator know or the Residential Experience Officer.

For more information on the SDGs, visit sdgs.un.org/goals

**Transport & and reducing your carbon footprint:**
- You’re living on campus! Take the opportunity to get some exercise by walking, jogging or cycling to and from the university.
- Support public transport by catching a bus, train or ferry, wherever possible.
- If you have no choice but to use a car try sharing a ride with friends and family.
- Take part in tree planting activities - get a group of friends together and set up your own group or join an existing one to help plant and nurture native plants.

**Sustainability tips:**
Below are some tips on how you can work with us to be environmentally responsible:
Te noho ki Tāmaki Makaurau
Living in Auckland

Working in Auckland

The Career Development and Employment Services team (CDES) can help you look for a job. CDES manage CareerHub, a great resource for finding work, and they can help you with CV writing, and working on interview skills. We encourage all students to become familiar with this great University service. You can find them at auckland.ac.nz/en/students/student-support/career-development-and-employability-services.html

Student Job Search is also a good way to find jobs during semester and over the summer. To register with them you need your current student ID card and your passport. Find out more at sjs.co.nz

Living in Auckland

The University also has an amazing sports programme, featuring social sports, interfaculty sports, tertiary sports and support for personalised programmes and much more.

The interim sports courts are located on Wynyard Street. These courts will home to University sport while the new Sport and Recreation Centre is being built at 17 Symonds Street.

The University also has an amazing sports programme, featuring social sports, interfaculty sports, tertiary sports and support for high performance athletes.

Please see the Sport and Recreation website for further information auckland.ac.nz/en/on-campus/facilities-and-services/sport-and-recreation.html

Staying active in Auckland

University recreation

Accommodation charges include a membership to the University Recreation Centre. To activate your pre-loaded membership head straight to the Recreation Centre with your Campus Card. The University gym is located at 70 Stanley Street, and offers an expansive gym floor with modern and functional equipment, group fitness classes and a cycle studio. We have qualified fitness instructors available to support your fitness journey no matter what level or ability you are. The Mind and Body studio located on Level 2 is home to yoga, barre and reformer classes as well as low impact cardio and weights equipment. Additional programmes and services are also available such as dance, Boxfit, self-defence, personalised programmes and much more.

The interim sports courts are located on Wynyard Street. These courts will home to University sport while the new Sport and Recreation Centre is being built at 17 Symonds Street.

The University also has an amazing sports programme, featuring social sports, interfaculty sports, tertiary sports and support for high performance athletes.

Please see the Sport and Recreation website for further information auckland.ac.nz/en/on-campus/facilities-and-services/sport-and-recreation.html

Recreation in the area

All of our residences are located within walking distance of the Auckland Domain, which is also home to the Auckland Museum and the Domain Wintergardens. Auckland Domain has several nature walks that showcase the native forest of the surrounding area, along with grassy fields and shady trees, perfect for an outdoor recreation or study spot.

Mission Bay, a popular beach area, is just around the corner via bus and is a great place to go for ice-cream or frozen yoghurt.

Eaters in Auckland

Our residences are located within walking distance of the Auckland CBD and Viaduct which offers dining alongside beautiful views of the Waitemata Harbour and entertainment courtesy of Holey Moley. There is also a mall on Queen Street which offers arcade style entertainment and a movie theatre.

The residences are also close to Ponsonby and Karangahape Road (affectionately known as K Road), which both offer a wide variety of good cafes, restaurants and bars.

Keep an eye on the Auckland Council website, aucklandcity.govt.nz, for seasonal events such as the Night Noodle Markets, Art Week and other festivals. There are also plenty of food, arts and crafts markets on most weekends scattered around the wider Auckland area. There is also plenty to do in the wider Auckland region if you want to go exploring on your weekends! The tourism ‘i-site’ near the Viaduct can provide you with brochures and local recommendations. Alternatively you can check out the Auckland Tourism page for inspiration: aucklandnz.com/visit

Essential safety advice

• Make it a habit to lock your door whenever you’re out of your room.
• If you are walking home at night, go in a group and keep to well-lit streets or consider taking a taxi.
• Register your phone with the operator and if it is stolen ask them to ban the SIM card immediately.
• Take care when using ATM machines late at night. Do not walk away from the machine carrying your cash in full view.
• If your credit and cash cards are stolen, inform the card provider immediately. Do not wait until you get home.
• Never write your PIN down.
• Do not carry large amounts of cash on your person, or store large amounts in your room.
• Keep your valuables stored in a safe place, out of view.
• Keep your home secure by locking all windows and doors.
• Take out contents insurance so that you can replace your items in case of theft.
• Backup work on your computer regularly. Keep the backup hard drive in a special place, so that you don’t lose vital work if your computer is stolen.
• Make photocopies of your passport photo page, airline tickets, and other important documents you have, in case of theft. Keep these in a different place from the actual documents. It’s also worth scanning these and sending them to yourself so you have an electronic copy in your email account.

Insurance for students

Students should remember that they are not covered by any University insurance policy. Consider taking out contents insurance and ensure your property is stored safely and securely at all times. Remember to always lock your door. In New Zealand, ACC (accident compensation corporation) covers all injuries sustained in an accident, but you should still consider taking out medical insurance as ACC won’t cover any medical problems not caused by an accident. We strongly recommend that international students take out travel insurance to ensure peace of mind during their time here. As stated in the Rules and Regulations, “the University expressly disclaims any liability for loss or damage to the property of a resident, or the property of any guests of a resident.”

Personal safety

New Zealand has an international reputation as a safe and friendly country, but you should still take all the security precautions you would take anywhere in the world.

Emergency services

The number for the emergency services (police, fire and ambulance staff) is 111. Only use 111 to call the police when a crime is being committed or life is at risk. Please also inform Accommodation staff if you have done this. For non-emergency calls (such as when a burglary has already been committed and the burglars have gone), call 105.

- PUKAPUKA WHARENOHO   |  RESIDENT HANDBOOK 2023    
55 Symonds
**Places of worship**
There are many different places to worship in Auckland if you are religious. Search the University website (auckland.ac.nz) or look through the International Student Handbook for a comprehensive list of various religious and spiritual centres in the region.

**Shopping in Auckland**

**Grocery shopping**
Auckland has a wide range of supermarkets such as New World, Countdown and Pak’n’Save that stock everyday groceries. For those with kosher or Halal dietary needs, there is information available online: aho.org.nz/kosher-kiwi (or search “Halal” in the search bar of the University website (auckland.ac.nz)).

There are two Countdown supermarkets near our University residences. The first, Countdown on Quay Street is open 24 hours — you can catch the Inner Link Bus to get to it. The second is inside the Westfield Mall in Newmarket (open 7am - 10pm daily). Again, you can take the Inner Link or Outer Link bus to get there.

Around the city there are Asian food supermarkets (such as Tai Ping on Beach Road or Lim Chhour on K Road), which are great places to buy cheap produce and specialty goods. There is also a market on the corner of Grafton and Carlton Gore Roads every Saturday morning, as well as a French Market in Parnell on Saturdays and Sundays.

Dairies are small convenience stores. There are many dairies close to the Residences. While they also sell a range of things, including essential items, they generally are more expensive than supermarkets.

The tap water in Auckland is safe to drink, which eliminates the need to buy bottled water.

**Retail shopping**
Auckland has a wide variety of shopping centres and stores to satisfy all your retail therapy needs. Within walking distance of the University residences is the newly developed Commercial Bay precinct, which has a range of stores that stock both basics and luxury garments. Newmarket is just a short bus or train ride away and also offers a wide range of retail shops in addition to rooftop dining options.

Other major shopping centres within bus or train distance include Sylvia Park and Westfield Malls in Newmarket and St. Lukes. These offer a huge range of stores, from specialist goods to essentials such as The Warehouse and Kmart. Normal business hours in New Zealand are 9am - 5:30pm Monday to Friday. Most shops are also open over the weekends.

You will need to carry around your passport or other forms of legal ID as proof of age if you want to enter bars or buy alcohol. Alternatively (and a lot more safely), you can also get 18 +ID cards by applying through the Post Office. They cost $20 and you will need to get your signature witnessed by a Justice of the Peace.

**Transport**
Public transport is managed by Auckland Transport, an Auckland Council controlled organisation. Train, bus and ferry services are called AT Metro. AT Metro train and bus services depart from Britomart Transportation Station and Bus Terminal, located on the corner of Customs Road and Queen Street Downtown, as well as on Symonds Street.

The Inner and Outer Link buses stop on Symonds St near the K Road intersection. This service provides transport to many main attractions, shopping areas and entertainment venues around central Auckland. Downloading the AT Mobile app is a good idea as it has useful updates about transport options and traffic in and around Auckland.

The City, Grafton, and Newmarket campuses of the University of Auckland are within a 10 - 15 minute walk of the Residence.

Public e-bicycle and e-scooter sharing services are very popular and used widely around Central Auckland. If you choose to use these services please follow all health and safety guidelines outlined in the app and ensure that you leave any bikes or scooters outside of Accommodation property so that they remain accessible to non-residents using the service. Only registered, personal bicycles and scooters can be stored in Accommodation designated bicycle storage areas. At no time can battery operated transport be inside any University buildings as this poses a safety and security risk.

**Departures**

At the end of your Residential Agreement you will need to depart the residence. To prepare for departing the residence you will need to work closely with your Accommodation team to make sure that all of the correct steps are followed.

Generally you will need to provide a departure date, arrange a room inspection, tidy and clean your room, settle your account and hand back your keys. More information will be given to you at least one month prior to departure from the residence.

Check out on the last day of your Residential Agreement needs to be completed by 10:00am, unless otherwise arranged.

**End of year accommodation references**
Accommodation does not provide written flatting references for you. If you would like Accommodation to be a verbal reference for you when applying for private accommodation, please do let your Receptionist, Resident Coordinator or Resident Manager know before putting their name and number down.

**Planning for your departure is as easy as 6 easy steps:**

1. **Let us know your departure information**
   - If you have credit let us know.
2. **Make sure you Accommodation account is at $0.00 balance**
   - If you need to work closely with your Accommodation team to make sure that all of the correct steps are followed.
3. **Update your contact information with your next address**
   - (SSO, Banks, StudyLink etc)
4. **Prepare for your departure**
   - Clean your room
      - Leave behind all University provided items
      - Remove all personal items
      - Dispose or donate any unwanted items
   - Clean your kitchen
      - Remove all of your food and personal items
      - Clean and defrost your fridge/freezer
      - Clean your kitchen
      - Clean your bathroom
5. **Complete your room inspection & hand in key(s)**
   - Dispose or donate any unwanted items
   - Clean and defrost your fridge/freezer
   - Clean your kitchen
6. **Say “E noho ra / Goodbye” to your friends and Accommodation team!**
   - Complete your room inspection & hand in key(s)
   - Let us know your departure information

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**PUKAPUKA WHARENOHO | RESIDENT HANDBOOK 2023**

55 Symonds

**PUKAPUKA WHARENOHO | RESIDENT HANDBOOK 2023**

55 Symonds
Comments, complaints and compliments

Introduction
We are always committed to providing you with the highest 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 we want to know what you think about us. We are also focused on being complaint with all legislative frameworks that apply to Accommodation | Ngā Wharenoho. If you have a suggestion on how we can improve, or believe we have breached any standards, then please tell us.

If you're happy about any part of our service, we'd like to hear about that too!

Occasionally things can go wrong. If you are dissatisfied with any aspect of our service, then please do let us know. We take complaints seriously and will deal with them as quickly as possible. We want to improve our services by building on our strengths and learning from our mistakes.

Accommodation complaint and comment management
Accommodation | Ngā Wharenoho welcomes all compliments and general comments on our service. When compliments and/or comments are received the staff member who receives it will pass it onto the team or individual that it is about. Our staff will be celebrated for their successes.

How to provide and complaint or comment
It is hoped that most compliments and comments can be provided informally directly to the member of staff or team concerned. If your complaint relates to hall/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.

Accommodation complaint management
All complaints received are taken very seriously and will be dealt with immediately where possible. We empower all Accommodation | Ngā Wharenoho staff and our partners to attempt to resolve most complaints. If your complaint cannot be resolved at this stage, it will be forwarded to a senior member of the Accommodation | Ngā Wharenoho Leadership team.

When investigating a complaint, a staff member will:
- Gather and analyse all relevant information, clarifying any confusion which may have occurred
- Decide on appropriate action to resolve the complaint
- Where possible discuss the issue with the member in an informal setting
- When necessary regularly update the student on progress of an investigation until the matter is finalised/resolved
- Report back/up to any related Government body or their designated agency

How to make a complaint
It is hoped that most complaints can be resolved informally directly with the member of staff or team concerned. If your complaint relates to hall/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 still unsatisfied if you are unable to resolve your issue informally, you should contact accom@auckland.ac.nz so they have a chance to put things right.

Thereafter, if you are still not satisfied with how your complaint has been handled, you can escalate your complaint to the Associate Director (Accommodation) for Campus Life, Aimee MacAskill at accom@auckland.ac.nz

You can report any complaints or possible breaches of the code of conduct or feedback on campus life, pastoral care, events, cleaning, catering or maintenance issues, or any aspect of our service in the Accommodation target code of practice for pastoral care by completing the form below:


Please note that Accommodation | Ngā Wharenoho is required to keep a log of all complaints/breach 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
- University of Auckland Code of Conduct
- University of Auckland bullying, complaints, dispute resolution
- Code of Practice for the Pastoral Care of Tertiary Students

The complaint process

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Complaint is lodged with Accommodation</td>
<td>The process begins when a complaint is filed with Accommodation</td>
</tr>
<tr>
<td>2. Accommodation staff member reviews the complaint</td>
<td>The staff member reviews the complaint for accuracy</td>
</tr>
<tr>
<td>3. Further information required</td>
<td>Additional information may be required</td>
</tr>
<tr>
<td>4. Staff member works in partnership with complainant</td>
<td>The staff member works with the complainant to resolve the issue</td>
</tr>
<tr>
<td>5. Response provided</td>
<td>A response is provided to the complainant</td>
</tr>
<tr>
<td>6. Party reviews complaint</td>
<td>The complaint is reviewed by an independent party</td>
</tr>
<tr>
<td>7. Response provided</td>
<td>A response is provided to the complainant</td>
</tr>
<tr>
<td>8. Satisfied with response?</td>
<td>The complainant is asked if they are satisfied with the response</td>
</tr>
<tr>
<td>9. Appeal can be lodged with the Associate Director, Campus Life or their “one-up”</td>
<td>An appeal can be lodged if the complainant is not satisfied</td>
</tr>
<tr>
<td>10. Matter is recorded and resolved</td>
<td>The matter is recorded and resolved</td>
</tr>
</tbody>
</table>

Response provided

- Yes
- No

Should you still not be satisfied with the University response, you are able to contact NZQA and log a complaint with them.

Matter is recorded and resolved

- Resolved?
- Yes
- No
Conduct & Residential Rules

Residential conduct process

Introduction
Members of the University’s Residential Community are responsible for their own actions as well as the actions of their guests. It is the expectation of the University that each resident will respect all other residents and their property and the residential environment. However, some members of the community may, either by error or intent, violate community standards or push/test boundaries. As these situations occur it will be necessary to hold these members accountable for their actions. It is the intent of the University to approach these violations from an educational perspective, when appropriate. However other sanctions or requirements may be necessary to ensure that the Residential Community continues to be a positive and supportive community, conducive to growth and academic achievement. It is the responsibility of each student to be aware of Residential Rules and expectations the University has for residents.

Conduct process steps

Residents who violate Residential Rules will be subject to a conduct process. The Resident conduct process typically occurs as follows:

1. Incident report or formal complaint
   Incident reports regarding alleged violations of the Residential Rules are submitted by staff members. Any community member may report an incident by submitting a written account of the incident to an Accommodation staff member.

2. Investigation and request for information
   The Resident Manager or Resident Coordinator review the report. After the review, staff will either close the case with no action deemed necessary or conclude that a potential violation may have occurred and a conduct meeting or request for more information is necessary.

3. Conduct meeting
   If a conduct meeting is necessary, any one of the following may occur:
   - The Resident Manager or Resident Coordinator will manage the meeting and process
   - Cases involving allegations or serious violations or continued repeated offenses may be referred up to the Head of Operations - Accommodation, Campus Life
   - Cases may be reported to the University Proctor
   - Cases may be also heard by the University Student Discipline committee, if deemed appropriate by the Associate Director (Accommodation), Campus Life

   The appropriate conduct meeting forum is determined by a member of the Accommodation management team.

   The Resident will receive notice via email through the student’s preferred email listed in SSO or phone call to their listed cell phone. Notices include information about who will be present at the meeting, a brief outline of the incident, and the date, time and location of the meeting. If a Resident chooses not to attend the meeting, the designated manager will review all of the available information in their absence and determine a response in conjunction with the Head of Operations - Accommodation.

   Attendance is important at these meetings, therefore if a Resident cannot attend due to an academic conflict or other significant engagement then they will need to reschedule as soon as possible with the relevant manager.

   The conduct meeting will serve as an opportunity for the Resident to share their perspective of the incident and any other relevant information and for staff to engage in a conversation about appropriate community living here at the University of Auckland.

During the conduct meeting the manager will introduce the situation, outlining the incident, why a conduct meeting has been called and the relevant Residential Rules that have been broken and asking for the resident’s version of events. The resident is welcome to bring a support person and/or residents that may have been involved in the incident in question but not noted on the report.

After the meeting the manager will go away and think about the evidence given and then make a judgement. The resident will be invited back to hear the decided outcome of the incident and any sanctions that may be issued.

Sanctions

Sanctions that may be issued at the Residence level by a Resident Coordinator include:
- Verbal warning
- Community Service
- Monetary fines or donation to an approved charity up to $100
- Alcohol / Drug education
- Counselling and/or health services evaluation
- Educational project
- Cost recovery

Sanctions that may be issued at the Residence level by a Resident Manager include those of the Resident Coordinator, with the addition of:
- Written warning
- Community Service
- Monetary fines or donation to an approved charity up to $200
- Room reassignment
- Restriction of privileges
- Guest bans
- Behaviour agreements

Sanctions that may be issued at the Residence level by the Head of Operations - Accommodation include those of the Resident Manager, with the addition of:
- Transfer to another University operated or affiliated Residence
- Exclusion from the Residence
- Recommendation for eviction from the Residence to the Associate Director - Accommodation
- Monetary fines or donation to an approved charity up to $1500
- Referral to the Associate Director - Accommodation

Sanctions that may be issued at the Residence level by the Associate Director (Accommodation), Campus Life include those of the Head of Operations - Accommodation, with the addition of:
- Immediate emergency eviction from University accommodation
- Eviction from University accommodation
- Trespass orders for University accommodation
- Referral to the University disciplinary committee managed by the Proctor

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

A Resident can appeal the outcome of a conduct meeting. However, students wanting to appeal an outcome are encouraged to first speak with the deciding Manager. If a student wishes to have an appeal they must contact the Associate Director (Accommodation) Campus Life in writing within five days of receiving the notification.

Residents may appeal based on one of the following:

- Lack of due process followed
- The severity of the sanction
- New and substantial information, not available at the time of original conduct meeting which is now available

The Associate Director (Accommodation) will review the information and the process undertaken and give a final decision. Where the sanction involves a decision made by the Associate Director (Accommodation) the Director of Campus Life or their nominee will undertake the appeal review.

The appeal may result in one of the following:

- All findings and sanctions of the initial conduct meeting are upheld
- Findings and/or sanctions will be modified as deemed appropriate
- Additional sanctions may be enacted in light of new information discovered during the appeal process

Only one appeal of the outcome of a conduct meeting may occur. Residents are not afforded multiple appeals for a decision.

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**The residential conduct process**

1. Incident is reported
2. Manager reviews incident
3. No breach of rules determined
   - Resident completes sanction
   - Resident appeal
   - Referred to Associate Director – Accommodation
4. Breach of rules
   - Conduct meeting scheduled
   - Resident was found responsible
   - Resident was not found responsible
   - Referred to Associate Director – Accommodation
   - Appeals to Associate Director – Accommodation
   - Separate process administered outside Accommodation
   - Proctor informed
5. Serious breach of conduct
   - Conduct meeting scheduled
   - Resident was found responsible
   - Resident appeal
   - Referred to Associate Director – Accommodation
   - Appeals to Associate Director – Accommodation
   - Separate process administered outside Accommodation
   - Proctor informed
2023 TURE WHARENOHO | RESIDENTIAL RULES
WHARENOHO HORAKAI KORE | 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 all students, staff, and visitors of the University of Auckland, located in the University of Auckland premises, and within the University of Auckland Student Village (Nichols & Stanley), Solide Homestead, Grafter Student Flats, Te Tirohanga o te Toanga and Waikohanga House. By signing the residential agreement, you agree to abide by these rules.

The 2023 Residential rules are in effect from 1 January 2023 through 31 December 2023. 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

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 breach 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 these rules, or other conduct matters that require attention. You can refer to the Conduct Management Process here: Accommodation Conduct Process

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

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.

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 any 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.

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).

FINES AND LEVIES

- 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.
- 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, ethnic 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:

**Te Papa Manaka | Campus Care**

**University Health and Counselling Service:**

Phone: 0800 698 427

**University Proctor:**

Email: proctor@auckland.ac.nz

Refer to: Prevention of bullying, harassment and discrimination policy

**IT ACCEPTABLE USE POLICY**

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

Refer to: IT Acceptable Use Policy

**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 8.00am. 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 ($ 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.

Any person 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 specific 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 (http://www.govt.nz/_data/2017/publications/health-promotion-agency-guidelines-alcohol-use.pdf) 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 Tahaanga o Te Tāngata, 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 in any 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 break these rules your residency is subject to review, with the possibility of terminating your Residential Agreement.

**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.
- Any paraphernalia which assists in the inhalation or consumption of drugs is prohibited, and if found will be confiscated and disposed of immediately.
- 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 smokeable 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.
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 repaint 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 waive the first $100 of the cost. 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.
- 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.
- 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 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 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 doors staying open at any time.
- 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 be charged the same amount as the Fire Emergency NZ $2,125 +GST per callout.
- You must dispose of rubbish and recycling material in the common area.
- You must leave rubbish or recycling material in the common area.
- You may not have a pet in your room or anywhere else on the premises.
- You may not keep a pet in your room or anywhere else on the premises.
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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 the 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, 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 a final inspection cannot be agreed, 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: Withdrawning/changing your residential agreement

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 when 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.
Contacts

55 Symonds administration
Resident Manager's office
(09) 373 7599 extn. 82830
Reception
(09) 973 5300
55symonds@auckland.ac.nz

Accommodation Solutions
Reception
(09) 373 7599 extn. 87691
Office 291A
Level 2
Kate Edger Information Commons
City Campus, Auckland
accom@auckland.ac.nz

Student Hub City Campus
For all general enquiries, including admission, enrolment, and course advice queries, contact our student advisers:
Te Herenga Mātauranga Whānui | General Library
Building 109, 5 Alfred Street, Auckland
HOURS:
Mon – Fri: 8am – 4pm
Sat – Sun: 9am – 5pm

Disability Services
(09) 373 7599 ext 82936
The Clocktower
Basement Level, Room 036
22 Princes Street
HOURS: 8am - 4pm
disability@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
City Campus
Auckland
HOURS:
Mon - Fri: 6am - 10pm
Sat - Sun: 7am - 7pm

Student Learning Services
(09) 923 6199/923 8378
The Clocktower
Room 112, Level 1
22 Princes Street, Auckland
HOURS: Mon - Fri: 8am - 6pm

Student Job Search
(09) 309 7800
info@sp.co.nz

Campus Care and Conduct / Proctor's Office:
Proctor@auckland.ac.nz
Tepapamanakii@auckland.ac.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 one of the following:

White Cross - Auck 24/7
(09) 520 9555
90 Greenlane Road East
Greenlane, Auckland
HOURS: Mon - Sun: open 24 hours

White Cross - Ponsonby
(09) 376 5555
202 Ponsonby Road
Ponsonby, Auckland
HOURS: Mon - Sun: 7.30am - 8pm