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

Tēnā koutou katoa,
Nau mai, haere mai ki Waipapa Taumata Rau - welcome to the University of Auckland! I also welcome you to your kāinga rua, your whare, home away from home here at Carlaw Park Student Village!
We are absolutely delighted that you have joined our extended whānau for 2023 and we know you will enjoy living in this unique community.

By choosing to live with us on campus you are choosing to be part of a safe and caring environment focussed on building a strong and supportive sense of community, highlighting Whakawhanaungatanga | building a stronger community. You will play an active role in this as you get to know your neighbours or fellow Kainoho and travel through this exciting journey together.

The Accommodation team are here to help guide and tautoko you along the way and ensure you are provided with a safe, comfortable, and caring environment, so that you can enjoy student life as well as work toward your academic success.

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, it 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
(Ko Maungawhau te maunga
Ko Waipārūrū te awa
Ko Tōangaroa te whanga
Ko Waitematā te moana
Ko Tāne nui ā rangi te whare whakairo
Ko Waipapa te Mara)

Ngā Wharennoho | Accommodation, Campus Life
Waipapa Taumata Rau | The University of Auckland

Ihirangi

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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 Wharenaho 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 Wharenaho 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 Wharenaho 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 whakatau ki
He waka eke noa – we’re all in this together!

Codes of practice for the pastoral care of domestic and international students

About our residence | Mō mātou
Carlaw Park Student Village opened its first stage in 2014 with 433 beds. Stage two soon came along with 264 additional beds. Carlaw Park stage three has added an additional 907 beds to our village making Carlaw the largest purpose built student accommodation for new and returning undergraduate and postgraduate students as well as students with families.

History
Carlaw Park was formerly a multi-purpose stadium in Parnell. The stadium’s grandstands and terraces were built in 1916 and it became the home of rugby league in Auckland from 1921. It was named after James Carlaw, the chairman of the Auckland Rugby League managing committee, who secured the land in 1910 and developed the ground further. During its long history it hosted many matches in various Rugby League World Cups. The grounds closed in 2002, with former Prime Minister Helen Clark officially closing the facility in 2007. In 2012 the University entered into a partnership with a developer to create the student village. Stage one 433 beds were opened and blessed by former Vice-Chancellor Stuart McCutcheon and member of the local hei – Ngāti Whāitu Ōrākei on the 4th of February 2014, stage two 269 beds on the 3rd of February 2016, and stage three on 1 February 2023.

Carlaw Park house a total of 1604 residents in eight residential blocks and is an exciting part of the Parnell suburb.

How Accommodation | Ngā Wharenaho support you
Accommodation | Ngā Wharenaho is a department within the Campus Life service division. Accommodation | Ngā Wharenaho is led by the Associate Director | Kaitaki Wharenaho, 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.

Your welfare and community is the number one priority of your Resident Manager. They are supported in their role by an Administration Team Leader, Resident Coordinators, Night Supervisors, shared Residential Experience Officer, 24-hour Receptionists and Resident Advisors. 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 team members will provide you with good support, just as a seasonal team.

Resident welcome
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 Administration Team Leader are available on weekdays during normal office hours and our Resident Coordinators work between the hours of 12.30pm-10.30pm Monday to Sunday. Our Receptionist and Night Supervisors work on shifts to provide our 24/7 reception service, and will respond to all situations and refer up as needed. 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 Accommodation team

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

Evan Jones
Resident Manager | Poutaki Wharenoho
Hours: Mon - Fri, 8:00am - 4:00pm
Office: 838-057E
Phone: 027 707 9813
Email: e.jones@auckland.ac.nz

Brittany Robertson
Resident Coordinator | Kairuruku Wharenoho
Hours: Tues - Sat, 2.30 – 10.30pm
Office: 838-057
Phone: 027 535 2247
Email: brittany.robertson@auckland.ac.nz

Nancy Allen
Resident Coordinator | Kairuruku Wharenoho
Hours: Tues - Sat, 2.30 – 10.30pm
Office: 838-057
Phone: 027 707 9813
Email: nancy.allen@auckland.ac.nz

Greg McLean
Resident Manager | Poutaki Wharenoho
Hours: Mon – Fri, 8.00am - 4:00pm
Office: 838-057
Phone: 027 707 9813
Email: gregory.mclean@auckland.ac.nz

Karyn Baker
Admin Team Lead
Hours: Mon - Fri, 9:00am - 5:00pm
Office: 838-057
Phone: 027 707 9813
Email: karyn.baker@auckland.ac.nz

Sinead Fisher
Residential Experience Officer | Pou Whero Wharenoho
Hours: Mon – Fri, 8.00am - 4:00pm
Office: 440-G03
Email: residentialexperience@auckland.ac.nz

Carlaw Park Student Village

Contact Details:
28-38 Stanley Street
Parnell
Auckland 1010
UoA building number: B31-B38

Office Phone:
+64 (9) 373 7595
extension 87060

24/7 Duty Phone:
+64 27 707 9813

Email:
cpsv@auckland.ac.nz

Our promise to you:

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

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

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 acc.com@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 flatmates and 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.

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**

   - Do you have any questions about your accommodation? Visit our Frequently Asked Questions page to find out more.

2. **Check your immunisation status**

   - 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.

3. **Make your payment arrangements**

4. **Connect with us and let us know when you’re coming**

5. **Pack all your essentials!**

   - Make sure you have all the necessary items for your move-in. Check our packing list for more information.

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/withdrawal-from-residential-agreement.html](auckland.ac.nz/en/on-campus/accommodation/how-to-apply/withdrawal-from-residential-agreement.html)
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)
  - We will provide a bucket, mop, brush and dustpan set for your use in the flat.

- **Wash:**
  - Towels and facecloths
  - Shower caddy
  - Personal toiletries
  - Washing basket and liquid laundry detergent (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:**
  - Specific cooking equipment
  - Dishwashing liquid, brush, clothes and tea towels
  - Your food!

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

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: cpsv@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. **Unload your car:** Drop off only
2. **Collect your key/swipe:** Do this while your whānau unload
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.

Carlaw Park Reception is open 24/7 Monday to Sunday and located in building 838. If you need to reach out to staff please call: +64277079813.

If you drive to CPSV, please be aware there is limited parking.

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 village and introduce yourself to your new neighbours and flatmates;
- 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

Setting up your flat with your flatmates

The great thing about living in a University flat is that we make it so much easier to set up your flat! We have taken care of all the tricky items like power, internet, and furniture! However, there are some talking points that you need to have with your new flatmates to much easier to set up your flat! We have taken care of all the tricky items like power, internet, and furniture! However, there are some talking points that you need to have with your new flatmates to

- Are we going to cook together and share food items?
- How are we going to pay for flat consumables? Do we need a flat bank account?
- What are our thoughts on having guests stay over?
- What are our thoughts on noise levels within the flat? Do we start our routines super early in the morning or stay up late at night?
- What do we want in our flat sharing agreement?

Your flatmate allocation

We will absolutely take your flatmate requests into account and do our best to meet these requests. There might be times where we have to place another student in your flat, and we will do this carefully with all of your interests in mind.

Your room and flat 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, due to often full occupancy. We will not inform you of a specific room number before arrival, because it could change prior to move in day.
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. In the catered Halls, meals are also included. 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.

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– 186 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 while ‘Dr’ represents debit and indicates a negative balance.
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]
Carlaw Park Student Village
28-38 Stanley Street
Auckland, 1010

Mail is delivered to the Residence each weekday. Couriers can be collected from Reception in building 838. Letters can be collected from the letterboxes on the ground floor.

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 – Carlaw Park Student Village 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. Be mindful that actions or content posted may be visible for a long period of time.
- 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. We recommend that you have a conversation with your flatmates about how you want to organize flat meals, and what the flat culture will be around cooking.

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 other waste appropriately;
- Please ensure you clear up any spills or mess efficiently;
- Please ensure you clean your own dishes and leave the benches clear and clean 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 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
Your room
Things you will find in your room/apartment

Your bedroom:
- Your bed, with a mattress protector on it
- Desk and chair
- Wardrobe
- White recycling paper tray and black waste cube
- Noticeboard
- Wall heater

Your lounge:
- Couches
- Dining table and chairs or breakfast bar
- Television
- Coffee table
- Heat pump

Your kitchen:
- Starter kitchen pack
- Kettle
- Microwave
- Oven and stovetop
- Fridge
- Colour coded rubbish bins

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

Your room:

Barbecue
A barbecue for your use is available in the courtyard of building 833 and 838. If you need assistance with this, please see an RA or the Reception 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.

Communal kitchen and lounge
There are communal kitchen and lounge areas located on the ground floor of buildings 833 and 838. This is a great place to organise block dinners or group dinners with friends, watch TV Shows/Movies on our projector, have group meetings and hang out.

Games and social lounge
There are communal games rooms located in buildings 833 and 838. In this games room you will find a range of gaming consoles, games, as well as pool tables.

Music room
Music rooms are available in the basement of building 836, or on the ground floor of building 838.

Sport facilities and games to borrow
Carlaw Park Student Village has a range of sports equipment and board games available for you to borrow. To take out sports equipment or games, please enquire at Reception in building 838.

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.

Specific rooming communities
You may have preferences for your rooming community and we may be able to assist you in meeting your needs. We can try to meet requests for specific flatmates, female-only flats, and/or sustainable living-learning community. If you do not have specific flatmates requests we will try and place you with like-minded individuals.

Carlaw Park does not allocate specific alcohol free flats, it is your decision if you consume or store alcohol in your room. We recommend you have a conversation with your flatmates around alcohol in the communal areas of your flat.

Female only flats
If your flat is allocated as female only, this doesn’t mean you cannot have male friends visit, it means that this flat is reserved for those who want to share their close living environment with other females. If you have a friend with you, you must accompany them at all times.

Sustainable living-learning community
CPSV recently started a sustainable living-learning community. This is a community where like-minded individuals are placed together to focus on initiatives and educational opportunities around sustainable living. These students will automatically champion our communal gardens as well.

Recreational facilities and common areas

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.

Complete your room inventory on the Accommodation Portal at accommodation.auckland.ac.nz

Room and flat 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 cpsv@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.

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Sustainable living-learning community
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Study spaces

Communal study

Communal study areas with printing facilities are available on level two of building 833, or on the ground floor of building 838. These are quiet places to study, and should be kept clean and free of personal belongings.

Bicycles

- There are bicycle storage rooms in the basement level of Carlaw Park. These are rooms 832-006, 833-004, 836-005, and 838-041.
- 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

Should you wish to bring a car, you should be aware that you will face the parking problems common to all inner city residents. Limited space is available and parking will be offered on a priority and first-come-first-served basis. Costs for car parking in 2023 are to be determined and will be updated on the Accommodation website.

- Your vehicle must only be parked in the space allocated to you.
- When parked in the residence car park, you must display a valid parking pass as issued by the Administrator.
- Vehicles that fail to display a current parking permit and/or vehicles that are parked in areas other than an allocated space may be towed away and will only be released after the payment of all costs.
- If your vehicle does not display a current parking pass, that is parked in areas other than an allocated space, or that is causing obstruction may be towed without notice at your expense.
- The University of Auckland assumes no responsibility for your vehicle while it is parked in the car park. We strongly recommend that you insure your vehicle and keep it locked at all times.

Confidentiality

Staff and residents of University accommodation endeavour to treat one another 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

You are responsible for cleaning your own room and bathroom and for keeping all lounges, kitchens and common areas as tidy as possible. It is recommended that you clean your room every week to help ensure that the Residence is kept in an acceptable condition and to reduce the likelihood of any possible infestations.

When using communal kitchen facilities including kitchens in shared flats, you are responsible for clearing up and washing your own dishes, wiping down stove tops and benches after use. Please respect communal areas and make sure that it is always left clean and tidy for others.

Cleaners are employed to clean the common areas, hallways, and study rooms. You are responsible for cleaning your own bedrooms and apartments.

Vacuum cleaners

You are responsible for cleaning your own rooms and flats. Our Residence has vacuum cleaners available for you to use. These are located on the ground floor of each building at Carlaw Park - Nicholls, and in the study room on each floor or Carlaw Park - Stanley. You can borrow the vacuum cleaner for 30 minutes. When you have finished with the vacuum cleaners you are responsible for emptying the vacuum cleaner, and returning it in good working condition. Please do not vacuum up liquids or large objects. If the vacuum is faulty, please let your Reception 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 our 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 in
- 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 $1,500 + 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-costs.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 $1,500 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.

The location of your civil defence cabinet is here:

On the ground floor of buildings 831, 834, 835, 837, and 838.

Fire evacuations

On the continuous sounding of the fire alarm you are to proceed to the evacuation point in a sensible manner.

- The evacuation point when evacuating from Carlaw Park - Nicholls is on the footpath across Nicholls Lane.
- The evacuation point when evacuating from Carlaw Park - Stanley is a safe place on Carlaw Park Avenue.

Before evacuating, you are to make sure that you turn off any appliances you are using that could be a potential hazard.

Residents are to follow all printed evacuation material and staff instructions. If you fail to evacuate the residence you will be required to attend a conduct meeting.

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:
on open car park opposite the business park. Please be careful of
standing near the surrounding businesses.

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 they or a neighbour is currently experiencing
• Abide by best practices and recommendations provided by
  on-site staff
• Limit movement around buildings and contact with other
  residents
• 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

Bedrooms

Bedrooms are heated by wall mounted panel heaters controlled
centrally by Property Services.

They are available through the winter months and will not turn on
during the summer months.

Lounges

Apartment lounges are equipped with heat pump units. At Carlaw-
Nicholls these units are in summer cool mode between November
and April, and winter heat mode between April and November. At
Carlaw - Stanley these units allow residents to set their preferred
temperature between 20-22 degrees Celsius year round. While
Property Service centrally control these settings, residents are able
to turn them on and off as well as set the specific temperature within
the heat or cool range.

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
and kitchen 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.

Hanging 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 savv@auckland.ac.nz

Laundry

Automatic washing machines and dryers are located on the
ground floor of building 833 and 838, and in the basement of
building 836.

• Hand washing tubs are also provided in all laundries.
• 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 and irons are available in the laundry rooms.
• 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.auckland.
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 estimated 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 are University Wireless printers and scanners located in the
study room of building 833 and 838. You will need to use your UoA
account to pay for and facilitate printing. You can connect to the
printer with your personal device using the displayed instructions.

If there are any issues with the printer you will need to contact the
Accommodation team at CPSV@auckland.ac.nz.

Recycling and waste

It is your responsibility to empty the rubbish and recycling bins
in your flat and take it to the appropriate colour coded bins in
the rubbish and recycling rooms. It is important that your waste is
sorted correctly to avoid contamination.

Please make sure you empty the recycling trays from your
bedroom, and that you rinse out all bottles, cans etc. before
putting them into the recycling, or we will have trouble with pests
and unpleasant odours.

Rubbish room locations

• 831-007
• 832-007
• 833-006
• 834-004
• 836-009
• 837-004
• 838-G35

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 basement
lobby of building 836 (outside the laundry room) and in the games
room of 838. 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.

Our success dimensions (the paddles in your Waka) are:

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

- **Spirit wairua**
  Understanding ourselves, our values and feeling connected with our community and what brings us fulfilment.

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

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

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

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.

Your RA will run flat meetings each semester. These are a great opportunity to discuss flat agreements, which will focus on building strong connections and developing your skills and knowledge to be successful citizens. We also organize social block events for you so you can get to know your immediate neighbours.

We also want to make sure you have fun and get to know the wider Residence as well. Some of the cornerstone events of our Residence-wide programme are:

- Quiz Night
- Mid-winter Christmas
- Carlaw Cup
- Talent Quest
- End of year celebration with other Self-Catered Residences
- WeCAN charity

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

The Inter-Residential events | Tātāwhāinga ā-Wharenoho are:

- Volleyball
- Ki o Rahi
- Debating
- Basketball
- E-sports/Gaming
- ‘Green Your Room’ Challenge
- Quiz
- Netball
- Futsal
- Talent Quest
Student voice
Residential Advisory Committee | Komiti Whakamāherehere Wharenohoh

Accommodation operates a Residential Advisory Committee | Komiti Whakamāherehere Wharenohoh (RAC). The RAC is made up of student representatives | Mangai Wharenohoh Tauria from every Accommodation property as well as Resident Advisers and Management. The committee meet on a quarterly basis and provide valuable feedback and insight from the student perspective on the running of accommodation at the University of Auckland.

The entire Carlaw Park Student Village community will elect two Representatives | Mangai Wharenohoh Tauria to sit on the Residential Advisory Committee, one undergraduate and one postgraduate. They will be commonly know as the CPSV RAC Reps | Mangai Wharenohoh Tauria.

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

Resident interest groups
In your Residence we also encourage and support students to manage their own interest groups. Examples of these are our Rōpū Kakariki (green team), Rōpū 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 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 onsite 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 Wharenohoh 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
Flat agreements
We encourage you to work with your flatmates on creating a flat sharing agreement for the year. This will lay out your expectations for each other for the year. Your Resident Advisers will work with you on this and check in early in the year to see how you and your flatmates are adjusting.

Caring communities
Living 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*

*Stolen from nok.org.au

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 of building 833
- Calling our 24/7 duty number: +64 27 544 2520
- Emailing the Residents: cpsv@auckland.ac.nz

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 more effective strategies to deal with loneliness and to succeed at your studies. However, it can be easy to feel isolated even in a community.

Are you seeing any flatmate problems?
There are times when flatmate disagreements can occur. This is often a natural part of living together closely. We suggest the following tips for resolving your flatmate disagreements:

- Have an honest conversation early;
- Provide opportunities to let each other talk uninterrupted;
- Thinking about having your conversation offline in a neutral location;
- Address issues early before they build into bigger problems.

If you are struggling, please let your Accommodation team know and we can have a member of the team assist you in mediating conversations.

Have you seen any concerning conduct?
If you have seen behaviour that is concerning or would contribute 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 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 is always upset at you for simply asking ‘Hey, how are you going today?’

Flatmate disagreements
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- Think about having your conversation offline in a neutral location;
- Address issues early before they build into bigger problems.

If you are struggling, please let your Accommodation team know and we can have a member of the team assist you in mediating conversations.

Loneliness and homesickness
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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 to stop it. It’s OK to say stop.

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

For more information visit: auckland.ac.nz/en/students/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.

Do not lend your keys and/or campus card to anyone else;

Keep your bedroom closed and locked when you are not in it;

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

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

Residential Excellence Awards
Throughout the year, our accommodation communities achieve some amazing results. Our Residential Excellence Awards allow you, your neighbours and our Accommodation teams to nominate outstanding success in any of the following areas:

Āwhina | Service:
Subcategories: PASS Mentors | Volunteering | Service to Accommodation & RAC Representatives

Kotahitanga | Inclusion:
Subcategories: Championing disability inclusion | Championing Gender Equality | Championing Rainbow inclusion | Championing the removal of barriers

Tiaki Tāloa | Sustainability:
Subcategories: Communication | Partnering for Change | Sustainable practices

Whanaungatanga | Community:
Subcategories: Community Spirit & Involvement | Global Citizenship | Leadership

Successful recipients are invited to the Residential Excellence Gala held annually in October every year! Keep an eye out for anyone you think should be recognised!

University security services
The University of Auckland aims 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.

University 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 patrols
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 onsite, 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.

The University of Auckland’s Health and Counselling service is also available to you Monday-Thursday 8:30am - 6:00pm, Friday 8:30am - 4:00pm during the academic year. Summer hours will vary slightly. Please note that students must be registered to use this service so be sure to sign up before you move in.

Outside of these hours, for 24-hour help, residents are advised to visit:

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

First aid kits
First aid kits are located at Reception in building B38. Every Resident Adviser also has a first aid kit in their bedrooms for emergencies.

**Healthcare**
If you’re feeling unwell, let your Accommodation team know so that we can keep an eye on you and give you any assistance you might need. The University Student Health and Counselling service is found on level 3 of the Kate Edgar Information Commons (building 315 on the City Campus map) on campus. The friendly team at reception can help you make an appointment with either a nurse, doctor or counsellor. The University provides Health and Counselling services across all of its Auckland campuses. You can find more information about the other campuses here: auckland.ac.nz/en/on-campus/student-support/personal-support/student-health-counselling.html

We also have physiotherapists on campus. They are located next to our University Health and Counselling service on level 3 of Kate Edgar. Please email info@universityphysio.co.nz, see their website: universityphysio.co.nz or call 09 379 4717 for more info.

If you are an International student you have compulsory StudentSafe health and travel insurance from the Vero insurance company. It’s a good idea to download the StudentSafe insurance policy visit: auckland.ac.nz/en/on-campus/student-support/personal-support/international-student-support/health-and-travel-insurance/student-safe-university-policy.html and read it carefully. It is useful to know what you are entitled to. For example, if you hire a car for a short trip, StudentSafe insures you.

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 calling an ambulance. 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. Liquid soap is best.
3. Rub hands together until the soap makes bubbles.
4. Rub on both sides of both hands...
5. And between fingers and thumbs...
6. And round and round both hands.
7. Rinse all the soap off under clean running water. Use warm water if available.
8. 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 (for 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 Hauatanga Taufa | 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 care 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 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.

goa.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-5pm, Saturday and Sunday 8am-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

**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
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](http://auckland.ac.nz/en/about-us/about-the-university/the-university/sustainability-and-environment.html)
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.

International students may be able to work up to 20 hours a week during the academic year. In order to work, you must have a 'Variation of Conditions' on your Student Visa or Permit. You can check before you apply for any jobs.

The University of Auckland has a number of early childhood education centres on campus, to support our students and staff members with children. You can find more out more information about our centres: auckland.ac.nz/en/on-campus/facilities-and-services/early-childhood-centres/about-our-centres.html

If you have school aged children, Carlaw Park is included in the Parnell School Zone. For more information on what school are centres.html

The University of Auckland has a number of early childhood facilities and services/early-childhood-centres/about-our-centres.html

Living in Auckland

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, Boffit, 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 yogurt.

Eating in Auckland

Carlaw Park Student Village is located within walking distance of the Auckland CBD and Viaduct which offers dining alongside beautiful views of the Waitemata Harbour and entertainment courtesy of Holyo Moley. There is also a mall on Queen Street which offers arcade style entertainment and a movie theatre.

Located just a short walk or bus ride from the residence, is Parnell, where you will find the La Cigale French Markets every Saturday morning from 9am - 1pm. Newmarket, which is also just a short walk or bus ride from Carlaw Park offers a rooftop dining experience courtesy of the newly opened Westfield mall.

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 website is at risk. Please also inform Accommodation staff if you have done this. For non-emergency calls (such as when a burglary has already committed and the burglars have gone), call 105.

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 if 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 committed and the burglars have gone), call 105.

Essential safety advice

- Make 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.
Places of worship
There are many different places to worship in Auckland if you are religious. Search on 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: anz.org.nzkosher-blw.html 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 Hall.

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.

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
   • Wipe down walls and surfaces
   • Vacuum your floor
   • Clean your windows

5. Complete your room inspection & hand in key(s)

6. Say “E noho ra / Goodbye” to your friends and Accommodation team!
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 very seriously and will deal with them as quickly as possible. We want to improve our services by building on our successes and learning from our mistakes.

Accommodation compliment and comment management
Accommodation | Ngā Wharenoho welcomes all compliments and general comments on our service. 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 compliment or comment
It is hoped that most compliments and comments can be provided informally directly with the member of staff or team concerned. If your compliment 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 delegated 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 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.

The complaint process

Further information
For further information you can refer to the below:

University of Auckland:
- Accommodation | Ngā Wharenoho
- Code of Practice for the Pastoral Care of Tertiary Students

University of Auckland bullying, complaints, dispute resolution

Further information required
- Accommodation Staff member reviews the complaint
- Further information required

Complaint referred to or escalated to appropriate party
- Staff member works in partnership with complainant
- Party reviews complaint

Response provided
- Response provided

Satisfied with response?
- Yes
- No

Appeal can be lodged with the Associate Director, Campus Life or their “one-up”

Matter is recorded and resolved
- Yes
- No

Resolved?
- Yes
- No

Should you still not be satisfied with the University response, you are able to contact NZQA and lodge a complaint with them.
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 conduct residential 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 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, or the Associate Director (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.

### The residential conduct process

- Incident is reported
- Manager reviews incident
- No breach of rules determined
  - Resident was found responsible
    - Resident completes sanction
    - Referred to Associate Director - Accommodation
  - Resident was not found responsible
    - Resident appeal
      - Appeals to Associate Director - Accommodation
      - Separate process administered outside Accommodation
- Breach of rules
  - Conduct meeting scheduled
  - Proctor informed
- Serious breach of conduct
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 55 Symonds, Carlaw Park particularly with regard to noise levels.

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The Residential Rules form a part of your Residential Agreement. These rules apply to 55 Symonds, Carlaw Park particularly with regard to noise levels.

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).

The Head of Operations - Accommodation, or their delegate, has authority to impose disciplinary fines on you.

You are responsible for your own actions, and you have a collective responsibility to the residential community.

Leaves 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 leaves 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 leaves being imposed.

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RIGHT OF ENTRY

The Head of Operations - Accommodation, or their delegate, has authority to impose disciplinary fines on you.

If there is external requirement for maintenance on the facilities.

If there has been a breach of the rules by you believe somebody is in clear or imminent harm. This includes cyberbullying. Harassment 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 Manakia | 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 and many more other residents are likely to be sleeping. This includes weekends and public holidays.

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

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

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

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

Specific rules for self-catered accommodation consistent with responsible use of alcohol:
- You and your guests are expected to use alcohol in a responsible manner at all times when on University property
- You and/or your guests may keep and consume a moderate amount of alcohol in the privacy of your own studio, flat or apartment bedroom and lounge, as long as you or any guests are over 18.
- In Grafton Student Flats, Goldies Homestead, 55 Symonds and Te Tirohanga o te Tōangaroa, where there is a shared common kitchen and dining area, you are permitted to responsibly consume RTDs, beer, wine or cider in the communal kitchen/dining room as part of your dinner meal while preparing or eating dinner.
- You may not consume alcohol in any other common area – including balconies, lifts, corridors, and residential common terminal living areas, or within the grounds of the property - unless there is a special event organised with the written permission of the Resident Manager or his/her delegated authority.
- Boxes, kegs, any home-brewing apparatus and drinking paraphernalia are not consistent with the requirement of a moderate amount of alcohol and are not permitted.
- You may not consume alcohol or have open containers of alcohol on the grounds (outside your studio, flat or apartment) unless there is a special event organised with the written permission of the Resident Manager.
- If you are in breach of the rules relating to alcohol, or the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.
- If you breach these rules your residency is subject to review, with the possibility of terminating your Residential Agreement.

Alcohol-free periods could be in force in the residence leading up to and during examinations at the end of each semester. During this time, you may not be in possession of, or consume, alcohol in any part of the residence, subject to the discretion of the Head of Operations - Accommodation.

DRUGS
- Non-prescribed or illegal drugs are strictly forbidden in the residence.
- You may not possess, cultivate, manufacture, use and/or distribute any non-prescribed or illegal drugs. You may not distribute prescribed drugs.
- 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 smokable products including vapes and e-cigarettes. Smoking and vaping is not permitted in any building or grounds controlled by The University of Auckland. The residences are required to comply with the smoking policy of the University.

3. ALCOHOL, DRUGS AND SMOKING

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

DAMAGE
- You are responsible for your room and its contents.
- All flatmates will be liable for any cleaning required in the residence.
- You are responsible for paying for costs involved in cleaning, repairing or reparing 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.
- You are responsible for thebehaviour which results in the need for replacement, repair or cleaning of your room or common facilities in the residence.
- You are responsible for replacing costs for the common areas of the flat.
- You will be held responsible for any damage, or takes responsibility for any damage, that you or your guests have caused.
- You may not damage walls with adhesives or put anything or any obstruction in the window or balcony.
- You may not leave rubbish or 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 in your room or anywhere else on the premises.
- You may not keep a pet in your room or anywhere else on the premises.
- You may not burn anything in your room or flat. In particular, you are not allowed to burn/light incense, oil or candles.
- You may not have or use fireworks in and around the residence. Fireworks are strictly forbidden at all times.
- If you cause the fire alarms to be activated, for which you will be responsible. At the time of writing, this charge was $1,125 +GST per callout.
- If you find a key or Campus Card, please return it to accommodation management or University Security.
- If you lose or damage your keys or Campus Card or if they are stolen please report this to the accommodation team immediately. This is for both you and your fellow residents’ safety. You can report a lost or damaged Campus Card on the following link: Campus Card
- If you lose or damage your keys or Campus Card or if they are stolen please report this to the accommodation team immediately. This is for both you and your fellow residents’ safety. You can report a lost or damaged Campus Card on the following link: Campus Card
- The University has a pest management scheme provided in your residence. You must make own repairs to equipment, fittings or furniture or appliances in 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 furniture that you may not want to use during your residency.
- You may not replace or make your own repairs to equipment, fittings or furniture or appliances in the residence or substitute any of the furnishings without the express written permission of the Resident Manager or their delegated authority.
- You are responsible for the safe and secure storage of your personal belongings.
- You must not leave rubbish or recycling in areas of the flat.
- As a minimum. However, if no-one reports damage will endeavour to keep any remedial costs to a minimum.
- You may not alter or remove these. Doing so will mean you will be charged, in addition to other fees.
- You must dispose of rubbish hygienically and tidily.
- You must not leave rubbish or recycling material in the common area.
- You are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.
- You must not damage walls with adhesives or put anything or any obstruction in the window or balcony.
- You may not leave rubbish or recycling in areas of the flat.
- You must dispose of rubbish hygienically and tidily.
- You must not leave rubbish or recycling material in the common area.
- You are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.
- You must not damage walls with adhesives or put anything or any obstruction in the window or balcony.
- You may not leave rubbish or recycling in areas of the flat.
Accommodation employees or duly authorised agents.

- It is highly recommended that you take out an appropriate insurance cover on your personal effects on your arrival in Auckland.

**HEALTH AND SAFETY**

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

**CONCERNS ABOUT YOUR SAFETY AND/OR WELLBEING**

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

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

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

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

**6. LEAVING THE RESIDENCE**

**OVERNIGHT/ WEEKEND ABSENCE**

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

**VACATING YOUR ROOM AT THE END OF YOUR RESIDENTIAL AGREEMENT**

- Before leaving at the end of your Residential Agreement, you must clean your bedroom thoroughly and ensure that all common areas of the flat are also clean.
- Your room and flat will be inspected by a member of the accommodation management team once you have removed all personal belongings and rubbish. You should be present for the inspection.
- If, 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 arranged, or should you vacate your bedroom without requesting a final check-out inspection, the findings of the accommodation management team will be final and binding.
- Before you leave the residence, you must return all keys and security access tags provided for your use, as well as all furnishings provided to you in good condition. Should you not do so, charges will be imposed to replace these items. Should you not return all keys and tags, all corresponding locks will be changed and a new set of keys cut at your cost.
- Departure time is at 10.00am. You may be charged a late departure fee if you depart after this time.

**7. CANCELLING OR CHANGING YOUR RESIDENTIAL AGREEMENT**

**CANCELLATIONS**

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

Refer to: **Withdrawing/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.

**OVERTIME 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

Carlaw Park Student Village administration

Resident Manager’s office
(09) 373 7599 extn. 81710

Reception
(09) 373 7599 extn. 87080
cpsv@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 advisors:

Te Herenga Mātauranga Whānui | General Library
Building 103, 5 Alfred Street, Auckland

HOURS:
Mon – Fri: 8am – 6pm
Sat – Sun: 9am – 5pm
studentinfo@auckland.ac.nz
usa.custhelp.com/app/ask

Career Development & Employment Services

(09) 923 8727

The Clocktower
Room 126, Level 1
22 Princes Street, Auckland
careers@auckland.ac.nz

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 – 9pm
Sat – Sun: 7am – 7pm

Student Learning Services

(09) 923 8199/923 8378

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

HOURS: Mon – Fri: 8am – 6pm

Student Job Search

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

Campus Care and Conduct / Proctors Office:
Proctor@auckland.ac.nz
Tepapamanaki@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 – Ascot 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