Tēnā koutou katoa,
Nau mai, haere mai ki Ngā Wharenoho!
Welcome to Accommodation!

Our resident handbook has been designed to aid your transition into your new community. It includes the Residential Rules, which form part of your Residential Agreement, 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 (She/Her)
Kaitaki (Wharenoho) | Associate Director
Ngā Wharenoho | Accommodation, Campus Life
Waipapa Taumata Rau | The University of Auckland
Your home on campus

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

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

Our Accommodation adopted whakataukī
He waka eke noa – we’re all in this together!

About our Hall | Mō mātou
Located on Whitaker Place at our City Campus, Waipārūrū Hall is our largest residential community and home to over 800 students each year. Our Hall is made up of two distinct buildings; 441 & 442 tower and Whitaker block. 441 and 442 are a modern complex with single bedrooms off central corridors and communal facilities.

History
The history of Waipārūrū Hall starts in the 1960’s. The original Whitaker block (previously known as International House and Whitaker Hall) was opened in 1969, sponsored partly by the New Zealand Government through the Colombo Plan and partly by the University of Auckland. In 2017 the University purchased the plot of land for the new 441 & 442 towers, and construction commenced later that year. Waipārūrū Hall was formally blessed by former Vice-Chancellor Stuart McCutcheon and members of the local iwi - Ngāti Whātua Ōrākei in a dawn blessing on the 19th of February 2020. The name Waipārūrū comes from the stream that ran through the Grafton gully. This stream was a significant source of food for the local iwi.

Your Accommodation support team

How Accommodation | Ngā Wharenoho support you
Accommodation | Ngā Wharenoho is a department within the Campus Life service division. Accommodation | Ngā Wharenoho is led by the Associate Director | Kaitaki Wharenoho, Aimee MacAskill. The day to day operations of our accommodation and pastoral care of residents is headed up by the Head of Operations | Urumatua Whakahaere, Tara Baker, with teams located in each of our communities and a Residential Experience Officer.

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 Advisers. RAs are successful senior students who live on-site and help you make the most of life on campus as well as support your academic journey and personal growth. During our summer months (November – February) your support could be delivered by Senior Residents while our RAs are in training. These team members will provide you with just a good support, just as a seasonal team.

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 12:00pm - 10:30pm Monday to Sunday. Our Receptionists 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.

Codes of practice for the pastoral care of domestic and international students
Accommodation | Ngā Wharenoho are committed to continual improvement and delivery care for our residents that meet the expectations outlined in the New Zealand national Code of Practice pastoral care standards for both domestic and international students. Learn more: nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf
Customer Care Charter

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

Our promise to you:

- To provide a genuine and authentic service focused on positive outcomes.
- To actively listen, review and act appropriately on all feedback & suggestions.
- To work proactively in maintaining our accommodation but to work quickly and positively to rectify anything that goes wrong.
- To ensure that our staff are carefully selected, supported & developed to deliver our services.
- To develop and maintain a quality, intentional service, focused on delivering positive outcomes for students.
- To develop our culture of customer care and act in a friendly & professional manner.
- To work in a safe manner.
- To ensure that we keep improving our service and seek your feedback on our performance.

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 professional manner.
- Participating in regular training to ensure we are effective and accessible to a diverse student community and to embrace any changes which will improve the services we provide.
- Valuing privacy and treating all personal information confidentially.
- Providing you with systems, tools and skills to solve your own problems and be self-sufficient.

You can help us by:

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

Feedback on our service

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

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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 well maintained and secure.
YOU HAVE THE RIGHT to read the information provided for you.
YOU HAVE THE RESPONSIBILITY to understand the information provided for you.
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, as well as those living around you, should respect.
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.

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. Your Accommodation team can talk you through this.

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

Preparing for move in

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

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

Step 1: Familiarise yourself with Accommodation

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

Step 2: Check your immunisation status

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

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

Step 3: Make your payment arrangements

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

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

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

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

You can join our online community through our Facebook group UoA – Waipārūrū Hall 2022. This is a great way to get to know your fellow residents and keep up to date with activities and events in the Residence. Apply to join and one of the staff will accept you to the page.
Step 5: Pack all of your essentials
Here is a list of stuff to think about bringing with you (or shipping after you move in).

- **Study:**
  - Computer
  - Headphones
  - Chargers
  - Stationary

- **Wash:**
  - Towels and facecloths
  - Shower caddy
  - Personal toiletries
  - Washing basket and laundry liquid (for front loaders)

- **Live:**
  - Personal first aid kit
  - Mug, keep-cup, cutlery, drink bottle etc.
  - Coat hangers
  - Umbrella
  - Flashlight
  - Storage bins

- **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.

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

### 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:**

waiparuruhall@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 Hall. Make sure you regularly check your emails prior to your move in date.

**Waipārūrū Hall Reception is open 24/7 Monday to Sunday and is located at 35 Whitaker Place. If you need to reach out to the staff, you can call the duty phone on 021 989 638 for assistance.**

If you drive to Waipārūrū Hall, please be aware that there is limited street parking on Whitaker Place.

**Keys and access cards**

When you arrive at the Hall you will be issued with your room key if you live in the hall and Campus Card, which for those living in 441 & 442 towers is your room access card. It is illegal to make copies of these. Your Campus Card will enable you to have 24/7 access into the Hall. If you lose your Campus Card or key you must notify the Accommodation team and pay for a replacement. If you have not completed the required information for your Campus Card to be printed before you arrive, then you will be issued with a temporary access card.

Please be responsible with your room key and Campus Card. You are not permitted to give these to anyone else to use.

**Your room allocation**

You will be allocated a room at the discretion of the Resident Manager. Please note that you will not normally be able to change rooms during the year, 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.

**Tips to settle into your new home**

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

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

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

- 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.

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

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

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

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

Accommodation bank account details:
Name of bank: ANZ
Branch: Auckland
Name of account: University of Auckland Accommodation
Account number: 01 1839 0818777 07
Reference: Please provide your student ID number and residence name only as a reference on all bank payments.
SWIFT code: ANZBINZ2
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 where ‘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 updates, upcoming 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 Full Name]
[Your room number]
Waipārū Hall
35 Whitaker Place, Grafton
Auckland, 1010

Mail is delivered to the Waipārū Hall main reception each weekday. You can collect this from the alphabetical letter boxes across from Reception. Mail is sorted according to last name.

Registered mail and courier parcels will be held at Reception with your name and room 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 – Waipārū Hall 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 Hall, 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 Hall 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.

Catering

Our Hall catering service is provided by FlameTree Campus Kitchen, the University’s catering team. Meals will be served in the dining hall at the following times:

<table>
<thead>
<tr>
<th>Time</th>
<th>Weekdays:</th>
<th>Weekends:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>7:00am - 10:30am</td>
<td>Brunch: 10:30am-4:00pm</td>
</tr>
<tr>
<td>Lunch</td>
<td>10:30am - 4:00pm</td>
<td>Dinner: 4:00pm - 9:00pm</td>
</tr>
<tr>
<td>Dinner</td>
<td>4:00pm - 9:00pm</td>
<td>Dinner: 4:00pm-9:00pm</td>
</tr>
</tbody>
</table>

You will get to choose your main food item from one of five food stations, as well as salad and dessert. The five stations are:

- Lemongrass: Asian style cuisine for your enjoyment
- Here & Now: All of your convenient favourites
- Earth’s Kitchen: Delicious vegetarian & vegan friendly dishes
- Kiwie Kai: Classic kiwi dishes and some family favourites
- Osteria: Serving up tasty Italian

Please note that all accommodation fees and agreements are for full board, i.e. 19 meals per week. There is no refund or reduced rate for meals not taken.

The Hall aims to provide you with a balanced diet and serves a meat and non-meat alternative each lunch and dinner meal session.

If you have particular dietary requirements you are advised that you may need to make your own arrangements to supplement your diet, if your needs are not met in the usual daily meal cycle. If you have a particular dietary concern, you may also contact a member of your Accommodation team.

You may not remove any cutlery or crockery from the dining room and no meals or food items can be taken out of the dining hall unless you have made arrangements for doing so with Reception.

You must wear adequate footwear at all times in the dining hall and you may not enter the dining hall without footwear.

The dining hall is available for study outside of meal hours. You are asked to keep it tidy and not remove any furniture.

Take away meals

There is no provision for packed lunches, or packed dinners at the Hall. Our extended dining options mean that food is always available in our Hall.

Check out our menus and on our website uoacampusdining4u.nz
Your room

Things you will find in your room

Your Waipārūrū Hall bedroom

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

Your Waipārūrū ensuite

- Toilet
- Shower
- Hand basin vanity unit

Room inventory checklist

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

Room changes

We spend a lot of time reviewing resident applications for room preferences. We ask that all residents spend a minimum of two weeks in their room before they submit a request for a room change. If after two weeks of being in your room you find you do want to move to another room you can apply in writing to the Resident Manager at waiparuruhall@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.

Specific rooming communities: 441 & 442

We do our best to provide female only and alcohol-free floors in Waipārūrū Hall whenever possible.

Female only floors

If your room is located on a female only floor, this doesn’t mean you cannot have male friends visit, it means that this floor 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.

Our female only floors are:

- 441 Tower - Level 14
- 442 Tower - Level 12

Alcohol free floors

If your room is located on an alcohol free floor this means that you cannot consume or store alcohol in your room.

Our alcohol free floors are:

- 441 Tower - Level 14 & 13
- 442 Tower - Level 12, 11 & 10

Recreational facilities and common areas

Common rooms

Waipārūrū has many communal/games area where you can relax. Please clean up the kitchenette after yourself and make sure you do your dishes. The residents on each floor are responsible for the cleanliness of their kitchen.

If you do not keep the kitchen in a satisfactory state, the provision of the facility may be restricted by the Resident Manager or an RA. You are responsible for keeping your common rooms in a reasonable state of tidiness and please treat the furniture with respect.

Waipārūrū-441 & 442: Each floor has a common room which is located centrally.

Some are equipped with televisions and gaming consoles depending on your location. Added to these areas, there are common rooms with television sets with basic channels provided. There are also kitchenettes that have a microwave oven, a refrigerator and electric kettle suitable for making light snacks, tea and coffee. You may not use rice cookers, sandwich makers, or any cooking appliance in any bedroom and such use will incur a disciplinary fine and the items will be confiscated.

Neighbours to the common rooms: Please be mindful of residents living near the common room; please keep the volume of the television and the general noise in the common room to a minimum.

Games & social lounges

The various Games Rooms throughout the property also provides the opportunity to play pool, foosball, air hockey or table tennis. All games rooms are located in the lower levels of each building.

- Televisions in the games rooms for console gaming and other TV watching.
- Televisions are also provided in the common rooms.
- The lounge is also equipped with a DVD player. These must not be removed.
- Please consider others in your use of these facilities.

Music room

With a total of 3 music rooms across Waipārūrū, there is no shortage opportunities to play music. The music rooms are located on the lower level of each building.

Each room is equipped with either a piano or electric drum kit for the use of all residents. There are also music stands and ukuleles that can be utilised if desired.

Regular users are advised to book the room on a set weekly basis on the timetable displayed outside. Less frequent users can use the facility according to its availability.

Sport facilities and games to borrow

Waipārūrū Hall has a range of sports equipment for you to borrow from your Accommodation team. In addition to sports equipment, there are selection of board games for you to also borrow as well.

Grounds

We appreciate your assistance in maintaining the surroundings in the best possible condition. A friendly reminder that the University of Auckland is smoke free.
Study spaces

Communal study
Throughout Waipārūrū, there are study areas that you can use to your advantage. The main student highway where reception is located boasts eight meeting rooms. Along with the meeting rooms, there are various table and chair set ups to cater to different study habits and study groups.

Bathrooms

Waipārūrū Hall
There are multiple private bathrooms with showers, toilets and hand basins on each floor. These are cleaned regularly and are mixed gender (except for the female only floors). Please bring your own towels, mats and toiletries, as they are not provided.

Cleaners

Vacuum cleaners
You are responsible for cleaning your own room. Our Hall has vacuum cleaners available for you to use. These are located in the dedicated lockers by Reception in Waipārūrū Hall, or in the locker by the games room in the lower admin building of Waipārūrū – Whitaker Block. Vacuums are available on a first come, first-serve basis. You can borrow the vacuum cleaner for 20 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 checks will be conducted twice a year. If your room 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.

Reporting cleaning issues in the Hall
If you notice any cleaning issues in the Hall, please report this as soon as you can to our Reception team. We will then work with our Cleaners to resolve the issue.

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

If after all the above, there is no specific Resident(s) to attribute the cost to, then as per the Residential Rules a communal damage charge will be placed on all in-room Residents’ accounts.

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

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

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.

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.

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:
Waipārūrū – Whitaker Block study room (located on the ground floor of the administration building).

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 is outside Empire Apartments at 21 Whitaker Place.

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.

Accommodation arrangements during a pandemic

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

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

- Report to on-site staff member confirming their location
- Report any illness that they or a neighbour is currently experiencing
- Abide by best practices and recommendations provided by on-site staff
- Limit any movement and conduct as and when required by on-site staff
- Await further instructions from the University, Ministry of Health, Local Council, Central Government and/or emergency services

During a pandemic lockdown Accommodation staff will still support you and most of our engagement offerings will become digital. Staff will still be present in the buildings to safely respond to emergency and welfare situations.

If accommodation does not remain safe and open your accommodation fees will still apply unless otherwise specified by the University.

### Heating

Bedrooms

All rooms in Waipārūrū Hall have a heating and cooling unit to allow temperature control.

### Restricted access areas

**Roof access**

You are not permitted to be on the roof of the Hall 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.

**Staff accommodation**

The Resident Manager’s house and any accommodation allocated to members of the Accommodation team are private property and you may not have access to them unless invited. This includes Resident Advisor bedrooms.

### 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.

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

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

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

### Printing

**Waipārūrū Hall**

Printing is provided through Connect (IT) at the University of Auckland. Printing facilities, for use by Waipārūrū Hall residents only, are available in the Hall. The printer is located by Reception on Level 6. You will need to ensure your printing account has credit it in order to print. Top up facilities are located online or on Campus.

### Recycling and waste

Waipārūrū Hall also has a number of Recycling facilities available and encourages its students to recycle correctly. The rubbish and recycling room are located outside to the right of the Hall entrance.

Our floor common rooms come equipped with three recycling/ waste receptacles.

- **Yellow Bin** = Is purely for recycling clean paper and cardboard
- **Blue Bin** = Is your co-mingle glass, tins and plastics
- **Green Bin** = Is your general waste bin for non-recyclables and food waste

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

Our Dining Hall is also a waste free zone. This means that there are no general waste bins in the dining all, and all of our food and associated materials are able to go into compost bins. Please do not also contaminate our food compost bins, as these too will need to go to general waste.

Please remove all rubbish from your room regularly and deposit it in the central rubbish room or area and not in any bins provided in any lounge, common, dining and/or cooking areas.

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

### 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 multiple vending machines available for students to access. These machines are spread between building 441 and 442 games rooms.

**Having WIFI issues**

Are you having WIFI issues? It is important to provide Accommodation with as much information as possible. Accommodation will then report this issue to Connect on your behalf. Key information to provide would be:

- Your name, room number and student ID number
- Summary of the issue you are experiencing
- Screen shots of your issues
- Log of times when this is experienced
- Speed test results conducted through sites like: speedtest.net

Email all of this information to waiparuruhall@auckland.ac.nz

**Laundry**

All personal laundering, including bed linen, is your own responsibility.

- Laundries are located in similar places across the property
  - Waipārūrū 441 & 442: They are located in Level B2 of each respective building
- The cost for using these facilities is included in your fees.
- It is a good idea to buy a laundry basket to carry your washing to and from the laundry areas. You may want to consider bringing a small washing proof bag for delicate and other small clothing items. 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 also available in the laundry rooms for you to use.
- 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.
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 toolkit 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 Hinengaro
Ensuring our academic success, emotional state and finances are balanced, with connection to support readily available.

Spirit Wairua
Understanding ourselves, our values and feelings connected with our community and what brings us fulfillment.

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

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.

Academic assistance 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.

Peer assisted study sessions (PASS)

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

Our Hall 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 Hall.

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

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

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

- Hall Tag
- The Ball (held in August)
- Life Skills week
- Diversity weekend
- Appreciation week
- Pink Shirt Day
- Te Wiki o te Reo Māori

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

The Inter-Residential events Tātāwhāinga ā-Wharenoho are:

- Volleyball
- Kī o Rahi
- Debating
- Basketball
- E-sports/Gaming
- ‘Green Your Room’ Challenge
- Quiz
- Netball
- Futsal
- Talent Quest
**Caring communities**

**By living on campus, you are part of a caring and supportive community. This means that we all look out for one another; we support one another and have respect for each other. Your Accommodation team work in partnership with you to help foster this community and ensure every member is OK.**

**Student voice**

**Residents’ Association | Rōpū Kainoho**

The Residents’ Association | Rōpū Kainoho offers you a chance to become actively involved in the Hall environment; it assists in the organisation and promotion of cultural, social and sporting activities for the benefit of all residents.

Elections for the Association take place in the second week of Semester One (immediately after Orientation Week). Each floor will elect their own Floor Representative, and the Hall will elect the President and Vice-President.

The Association has no responsibility for the administration or management of the Hall.

They instead offer an important voice for residents and help facilitate opportunities for fellow residents, with the support of the Accommodation team.

If you have any questions or want to know how to get involved see your Resident Manager or Resident Coordinator.

**Residential Advisory Committee | Komiti Whakamāherehere Wharenenuo**

Accommodation operates a Residential Advisory Committee | Komiti Whakamāherehere Wharenenuo (RAAC). The RAAC is made up of student representatives | Māngai Wharenenuo 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 President or in their absence, the Vice-President will represent your Hall on the Residential Advisory Committee | Komiti Whakamāherehere Wharenenuo. If you have any questions please email your Residential Experience Officer at: residentialexperience@auckland.ac.nz

**Resident interest groups**

In your hall we also encourage and support students to manage their own interest groups. Examples of these are our Rōpū Kakariki (green team), 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.

**Do you see a student who needs our help?**

**We are a community**

**Caring communities**

**By living on campus, you are part of a caring and supportive community. This means that we all look out for one another; we support one another and have respect for each other. Your Accommodation team work in partnership with you to help foster this community and ensure every member is OK.**

**Have you seen any concerning conduct?**

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

The Proctor is a primary reference point at the University for all matters relating to student conduct. Learn more about the University Proctor and find the form for reporting a misconduct please report this to an Accommodation staff member if you are worried about anyone or you have not seen anyone for a while. You can do this by:

- Popping down and seeing reception on the ground floor
- Calling our 24/7 duty number: +64 21 989 638
- Emailing the Hall: waiparuruhall@auckland.ac.nz

**Are you worried or concerned about a fellow resident?**

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

**Start a conversation with these four steps:**

1. **Ask R U OK?**
2. **Listen**
3. **Encourage action**
4. **Check in**

*Taken from ruok.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
- Calling our 24/7 duty number: +64 21 989 638
- Emailing the Hall: waiparuruhall@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.

**Here are some strategies that may help you overcome loneliness:**

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

**University zero tolerance policy**

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

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

**Consent**

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

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

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

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

It isn’t consent if:

- You are drunk or drugged;
- Someone forces, threatens or coerces you in anyway - verbally, physically or emotionally;
- You are under 16 years old.

For more information visit: [auckland.ac.nz/en/students/student-support/personal-support/be-well/healthy-relationships/consent.html](auckland.ac.nz/en/students/student-support/personal-support/be-well/healthy-relationships/consent.html)
Family violence – it’s not OK
Family and relationship violence can take many forms including physical, psychological, sexual, financial or spiritual abuse. It can disrupt the ability to study or work and can negatively affect performance, effectiveness, safety and wellbeing. It can also impact colleagues, friends and other members of the University community.

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

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

For more information visit: 2shine.org.nz/get-help/helpline

International student support
The University is committed to providing special support for our international students. The international office and their team of trained advisers can help guide students and provide them with support to ensure you are well-informed, safe and properly cared for. For more information visit: auckland.ac.nz/en/campus/student-support/personal-support/international-student-support.html

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

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

Theft and your personal responsibility
Living in a communal environment is great. However, sadly there are times when a guest or fellow resident might make the decision to steal or take items that do not belong to them. The University of Auckland does not take any liability for lost and/or stolen items. We encourage you to take personal responsibility for your items and recommend the following actions are taken to minimize any loss of items:
- Keep your bedroom closed and locked when you are not in it;
- Do not lend your keys and/or campus card to anyone else;
- Do not let anyone you do not know into the building;
- Do not leave your personal items unattended in communal spaces;
- Make sure you have personal contents insurance

Residential Excellence Awards
Throughout the year, our accommodation communities achieve some amazing results.
Our Residential Excellence Awards allow you, your neighbours and your 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 from 8.00 am to 7.00 pm, Monday to Friday. 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
(D9) 520 9555

First aid kits
First aid kits are located in the University Hall Office in 440-G03 on the ground floor. 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. Students must be registered through UNCS to use its service so be sure to sign up before you move in.

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 +64 9 379 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 in 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 Tauri | Student Disability Services (SDS) provides support tailored to your needs. This includes advice and advocacy, as well as help with digital and physical access to the University. We also have a range of resources available to students in our dedicated study spaces. Contact us early so we can confidentially help you.

disability.auckland.ac.nz

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

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

auckland.ac.nz/campus-care

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

auckland.ac.nz/be-well
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 televisions) 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.

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

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

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

United Nations Sustainable Development Goals

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

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

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

Working in Auckland

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

Student Job Search is also a good way to find jobs during semester and over the summer. To register with them you need your current student ID-card and your passport. Find out more at sj-search.auckland.ac.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 register with the University’s Workforce Services to become familiar with this great University service. You can find them at auckland.ac.nz/en/students/student-support/services/sport-and-recreation.

Staying active in Auckland

University recreation

Accommodation changes include a membership to the University Recreation Centre. 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. The Mind and Body studio located on Level 2 is home to yoga, barre and reformer classes as well as low impact cardio and weights equipment. Additional programmes and services are also available such as dance, Boxfit, self-defence, personalised programmes and much more.

The interim sports courts are located on Wynyard Street. These courts will home to University sport while the new Sport and Recreation Centre is being built at 17 Symonds Street. The University also has an amazing sports programme, featuring social sports, interfaculty sports, tertiary sports and support for high performance athletes.

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

Recreation in the area

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

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

Eatersies in Auckland

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

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

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

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

Personal safety

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

Emergency services

The number for the emergency services (police, fire and ambulance staff) is 111. Only use 111 to call the police when a crime is being committed or 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 been committed and the burglars have gone), call 106.

Essential safety advice

- Make it a habit to lock your door whenever you’re out of your room.
- If you are walking home at night, go in a group and keep to well-lit streets or consider taking a taxi.
- Register your phone with the operator and if it is stolen ask them to ban the SIM card immediately.
- Take care when using ATM machines late at night. Do not walk away from the machine carrying your cash in full view.
- If your credit and cash cards are stolen, inform the card provider immediately. Do not wait until you get home.
- Never write your PIN down.
- Do not carry large amounts of cash on your person, or store large amounts in your room.
- Keep your valuables stored in a safe place, out of view.
- Keep your home secure by locking all windows and doors.
- Take out contents insurance so that you can replace your items in case of theft.
- Backup work on your computer regularly. Keep the backup hard drive in a special place, so that if 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.
Places of worship
There are many different places to worship in Auckland if you are religious. Search the University website (auckland.ac.nz) or look through the international Student Handbook for a comprehensive list of various religious and spiritual centres in the region.

Shopping in Auckland
Grocery shopping
Auckland has a wide range of supermarkets such as New World, Countdown and Pak’n’Save that stock everyday groceries. For those with kosher or Halal dietary needs, there is information available online: aho.org.nz/kosher-biwi 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 $10 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
2. Make sure you Accommodation account is at $0.00 balance. If you have credit let us know.
3. Update your contact information with your next address (SSO, Banks, Studylink etc)
4. Prepare for your departure
   - Clean your room
   - Dispose or donate any unwanted items
   - Remove all personal 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 compliant 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.

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.

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.

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• 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.

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

University of Auckland:...

Further information
University of Auckland bullying, complaints, dispute resolution

The complaint process

Complaint is lodged with Accommodation

Accommodation staff member reviews the complaint

Further information required

Staff member works in partnership with complainant

Response provided

Party reviews complaint

Response provided

Satisfied with response?

Yes

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

Matter is recorded and resolved

No

Resolved?

Yes

No

Matter is recorded and resolved

Should you still not be satisfied with the University response, you are able to contact NZQA and log 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 Resident conduct process typically occurs as follows

1. Incident report or formal complaint

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

2. Investigation and request for information

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

3. Conduct meeting

If a conduct meeting is necessary, any one of the following may occur:

- The Resident Manager or Resident Coordinator will manage the meeting and process
- Cases involving allegations or serious violations or continued repeated offenses may be referred up to the Head of Operations - Accommodation and/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)).
**Resident appeal**

The residential conduct process

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 appeal may be 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) 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.

![Resident appeal flowchart]

**2023 TURE WHARENOHO | RESIDENTIAL RULES**

**WHARENOHO HORAKAI | CATERED HALLS OF RESIDENCE**

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

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

The 2023 Residential rules are in effect from 1 January 2023 through 31 December 2023. If you have any feedback or clarifying questions about the Residential Rules please address these to the Head of Operations – Accommodation and email residentalexperiences@auckland.ac.nz.

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

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

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

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

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

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

The Head of Operations – Accommodation or their designated authority has the power to take disciplinary action as outlined in the University Statutes (refer: University Statutes / Statute for Student Discipline, clause 3(4)).

**CONDUCT MANAGEMENT PROCESS**

Accommodation will follow a conduct management process should there be a breach of residential rules, or other conduct matters that require attention. You can refer to the Accommodation conduct management process...
2. BEHAVIOURAL RULES

GENERAL BEHAVIOURAL RULES AND UNIVERSITY CODE OF CONDUCT

As members of the University of Auckland community, we all agree to behave in ways that make our University community safe, inclusive and equitable for all. The University of Auckland Code of Conduct sets out the University’s expectations of the standards of behaviour of all members of the University community. Refer to: University Code of Conduct

Levies

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

You may be imposed on each resident for costs incurred to repair damages/losses that cannot be attributed to a resident or group of residents, with the cost of repair or replacements attributed equally to those residents on a floor or the residence as a whole. Such levies cover the replacement of stolen or lost property, such as cutlery and crockery from the Dining Hall, and repairs to stolen or lost property, such as cutlery and crockery from the Dining Hall, and repairs to

2. DISCIPLINARY FINES

You can appeal outcomes of a conduct process here: Accommodation Conduct Process

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

Email: bccom@auckland.ac.nz

You are not allowed in any university commercial kitchen without permission. You are not allowed to tamper with or use any of the food service equipment. This includes Bain Maries.

UNIVERSITY CODE OF CONDUCT

Bullying is any repeated unreasonable behaviour that is directed towards a person, or group of people, that can lead to physical or psychological harm. This includes cyberbullying. Harassment is unreasonable or unwarranted 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, sexual identity, 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):

a) Offensive jokes
b) 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
c) Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website

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):

a) Offensive jokes
b) 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
You are also expected to be considerate of residents in the immediate or nearby neighbourhood of the residence. This means not causing any unnecessary disturbance or annoyance.

Upon completing end of semester exams, you must show consideration to other residents who are still studying for exams.

Any breach of noise curfews during examination periods will be viewed seriously and you will face disciplinary action which may result in a fine and termination of your residency.

The University of Auckland’s Accommodation Operations – Accommodation / Resident Manager and/or the Head of Operations – Accommodation / Student Services will take action against any breach of noise curfews during examination periods.

You may not consume alcohol anywhere in 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 residents are required to comply with the smoking policy of the University.

This rule applies to visitors as well all residents.

If your bedroom or any communal areas have been contaminated or damaged by smoking, you will be charged, in addition to other possible penalties, for the commercial cleaning of all furnishings such as the bed, bedding, linen, curtains, carpet, and any furniture fabric.

Violating the University Smokes Free Policy will immediately incur fines and repeated violation may lead to eviction.

4. PROPERTY AND BUILDING

Damage

You are responsible for your room and its contents.

You will be held responsible for any behaviour which results in the need for replacement, repair or cleaning of your room or common facilities in the residence.

You are responsible for paying for costs involved in cleaning, repairing or replacing your room if you have not maintained it to the standards set or the condition of the room on arrival, fair wear and tear excepted.

Please report any accidental damage. If you admit to causing any accidental damage, we will endeavor to keep any remedial costs to a minimum. However, if no-one reports damage or takes responsibility for any damage, individuals, floors or even all residents will be held liable for extra charges.

You are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.

You are not permitted to replace or make your own repairs to equipment, fittings or furniture provided in your residence. You must make arrangements with your accommodation management for any repairs.

You may not damage walls with adhesives or similar products

You cannot take furniture or plants from 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 residents are required to comply with the smoking policy of the University.

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5. SAFETY AND SECURITY

SAFETY RULES
- You must behave in a responsible manner and ensure your actions do not put yourself or others at risk.
- You may not have or store firearms or other weapons within the property. They are strictly forbidden at all times.
- You may not, under any circumstances throw anything out of windows or from balconies.
- This includes but is not limited to, paper, bottles and/or liquids. This is a life safety violation and the first instance will result in fines.
- You cannot burn anything in your room. In particular, you are not allowed to burn/light incense, oil or candles.
- You may not under any circumstances move your bed or any piece of furniture or other item against a heater, as this will cause a fire.
- You cannot interfere with fire door stays or keep fire doors open in any way.
- You may not have or use fireworks in and around the hall. All fireworks are strictly forbidden at all times.
- You may not, under any circumstances whatsoever, go onto the roof of any residence. Failure to comply may result in immediate eviction from University accommodation.
- Some windows have a security stay fitted. You may not alter or remove these. Doing so will incur heavy penalties.
- If you cause the fire alarms to be activated (either accidentally or maliciously) then you will bear the charge from the Fire & Emergency Service.
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PETS
- You may not keep a pet in your room or anywhere else on the premises.

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

RUBBISH AND RECYCLING
The University is committed to maximising recycling. Please recycle to the fullest degree.
- You are responsible for the correct disposal of recycling and rubbish from your room.
- You must dispose of rubbish hygienically and tidily.
- You must not leave rubbish or recycling material on the common property.

CAR PARKS
- There are limited car parks at some of the properties and explicit prior permission to use these must be obtained.
- There is a charge for car parks.
- Unauthorised cars may be towed away at any time and there shall be no right of reimbursement 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.
- You must always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures.
- You may be disciplined if you ignore emergency alarms, or use routes not designated as emergency exits.
- There are designated fire and evacuation wardens responsible for certain areas. In the event of an emergency you must follow their instructions immediately and without question.
- If you are disabled (even on a temporary basis) please make sure that your accommodation management team has your name. Working with the management you will have a personal emergency evacuation plan. Your PEEP will be maintained as part of the building evacuation plan.

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

HEALTH AND SAFETY
In order to minimise risk to health and safety, you must comply with all 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 contact 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.
- If the fire alarm sounds, the buildings must be evacuated immediately and you must proceed to the assembly area.
- Throughout the year, a number of alarm tests and trial evacuations will take place.
6. LEAVING THE RESIDENCE

OVERNIGHT/ WEEKEND ABSENCE

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

VACATING YOUR ROOM AT THE END OF YOUR RESIDENTIAL AGREEMENT

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

7. CANCELLING YOUR RESIDENTIAL AGREEMENT

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

Refer to: Withdrawing/charging your residential agreement

8. VISITORS

GUESTS

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

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

9. CHANGES TO RULES

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

Waipārūrū Hall
administration
Resident Manager’s office
(09) 923 8265
Reception: 442-002F
(09) 373 7599 ext. 83400
waiparuruhall@auckland.ac.nz

Accommodation
Solutions
Reception
(09) 373 7599 ext. 87691
Office 391A
Level 2
Kate Edger Information Commons
City Campus, Auckland
accom@auckland.ac.nz

Student Hub City Campus
For all general enquiries, including admission, enrolment, and course advice queries, contact our student advisers:
Te Herenga Mātauranga Whānui |
General Library
Building 109, 5 Alfred Street, Auckland
HOURS:
Mon – Fri: 8am – 8pm
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 – 10pm
Sat – Sun, 7am – 7pm

Student Learning Services
(09) 923 8199/923 8378
The Clocktower
Room 110, 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
Tepapamanakai@auckland.ac.nz

University Health &
Counselling
(09) 923 7681
Level 3, Kate Edger Building
City Campus, Auckland
HOURS:
Mon- Thurs: 8:30am to 6pm
Fri: 8:30am to 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

For more information, please visit the Accommodation, Careers, Student Hub, and Student Services websites.