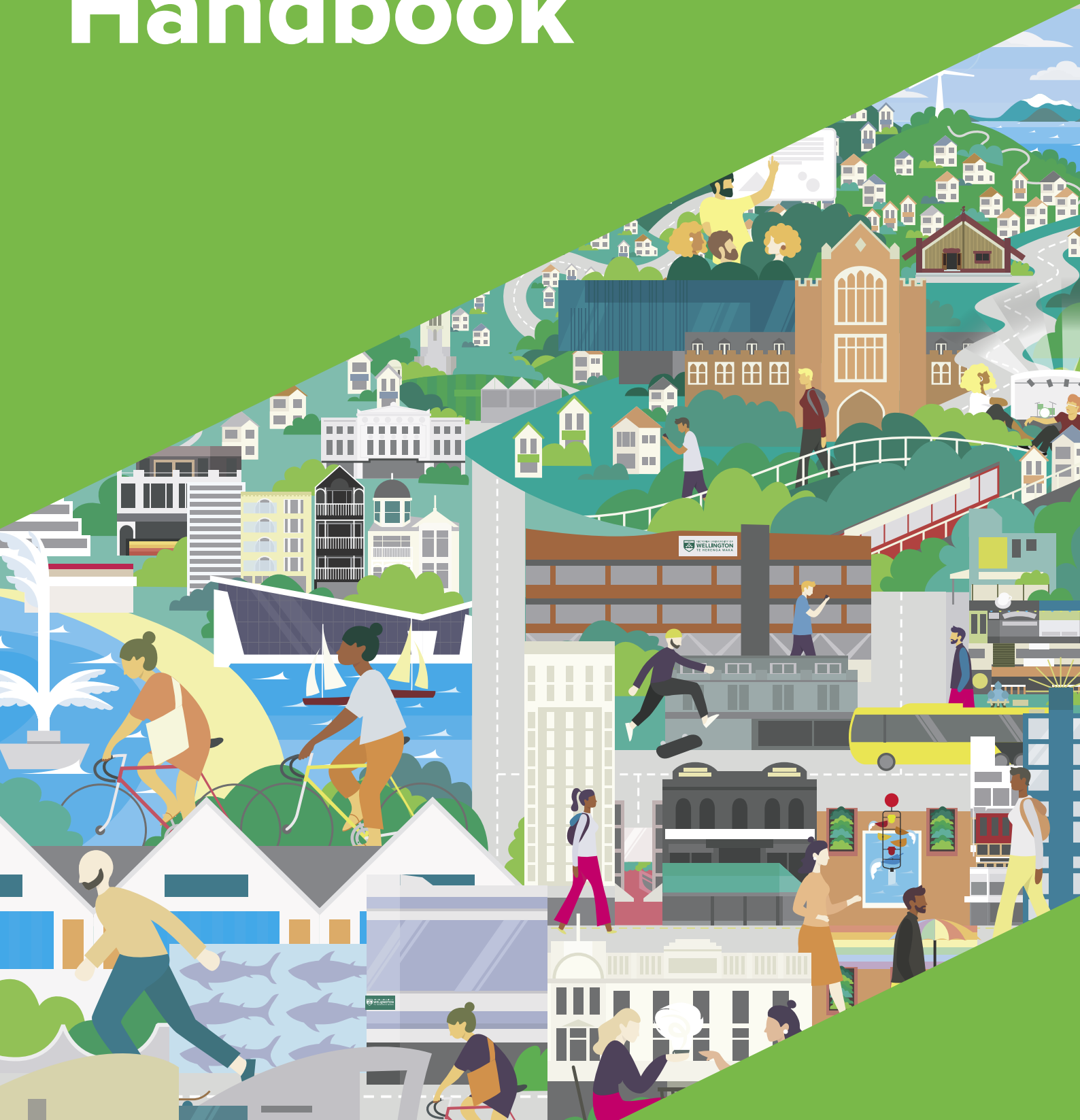




VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA

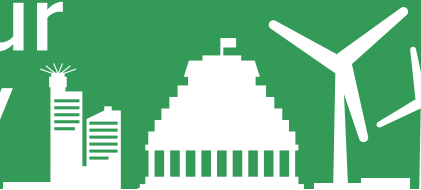
2022

Student Hall Handbook



SNAPSHOT:

Living in our community



We are an inclusive community, and our culture is centred around respect, responsibility, fairness, integrity, and empathy. You are a valued part of our community, and we all have a part to play to ensure our halls are a safe and enjoyable place to live. You'll find more detail in the handbook, but here are some key things to remember about living in our community.

GIVE FEEDBACK

Speak to staff or residents' committee, use the suggestion box, or email accommodation@vuw.ac.nz

PRACTISE GOOD PERSONAL HYGIENE

Tell us if you're sick, so we can help. Wash your hands thoroughly and sneeze and cough into your elbow.



USE THE Food4ME APP

Order meals, give feedback. It's your one-stop meal shop. Check out our dining room rules in this handbook.



YOUR GUESTS ARE WELCOME

We have some boundaries in place to ensure the safety of our community. Read through these carefully in our guests' section on page 6.

PRIVACY AND SAFETY

Some areas are out of bounds, including staff and RA rooms, the kitchen, basement, service areas, and the roof, ledges, and balconies.

YOUR ACCESS CARD

Keep it close, don't lend it out, and let us know if you lose it. Remember to lock your door.

NOISE

Sleep is important for study and wellbeing. Respect your neighbours and our quiet hours—see noise section on page 6 for details.

FINANCIAL ISSUES

Talk to your head of hall if you're experiencing financial issues. They can refer you to Student Finance for support. You can use your student hardship funds towards your accommodation.

SMOKE-FREE HALLS

Our halls and grounds are smoke-free and vape-free environments.

ALCOHOL

We respect your right as adults to drink; however, we ask you to follow our limits in the hall for the health and safety of our whole community. Read the alcohol section on page 8.



STUDENT SUPPORT COORDINATORS (SSCs)

Our SSCs are available to help you navigate the challenges of university life and support you through any issues you are experiencing.

REPORTING CONCERNING BEHAVIOUR

You are entitled to live, study, socialise, and work in an environment of safety and respect. If you need support or would like to report concerning behaviour, contact the Student Interest and Conflict Resolution team.

RESTORATIVE JUSTICE COMMUNITIES

When conflicts occur, a restorative justice process is available where parties meet and discuss the situation and repair the harm. Learn more about this programme in this handbook.

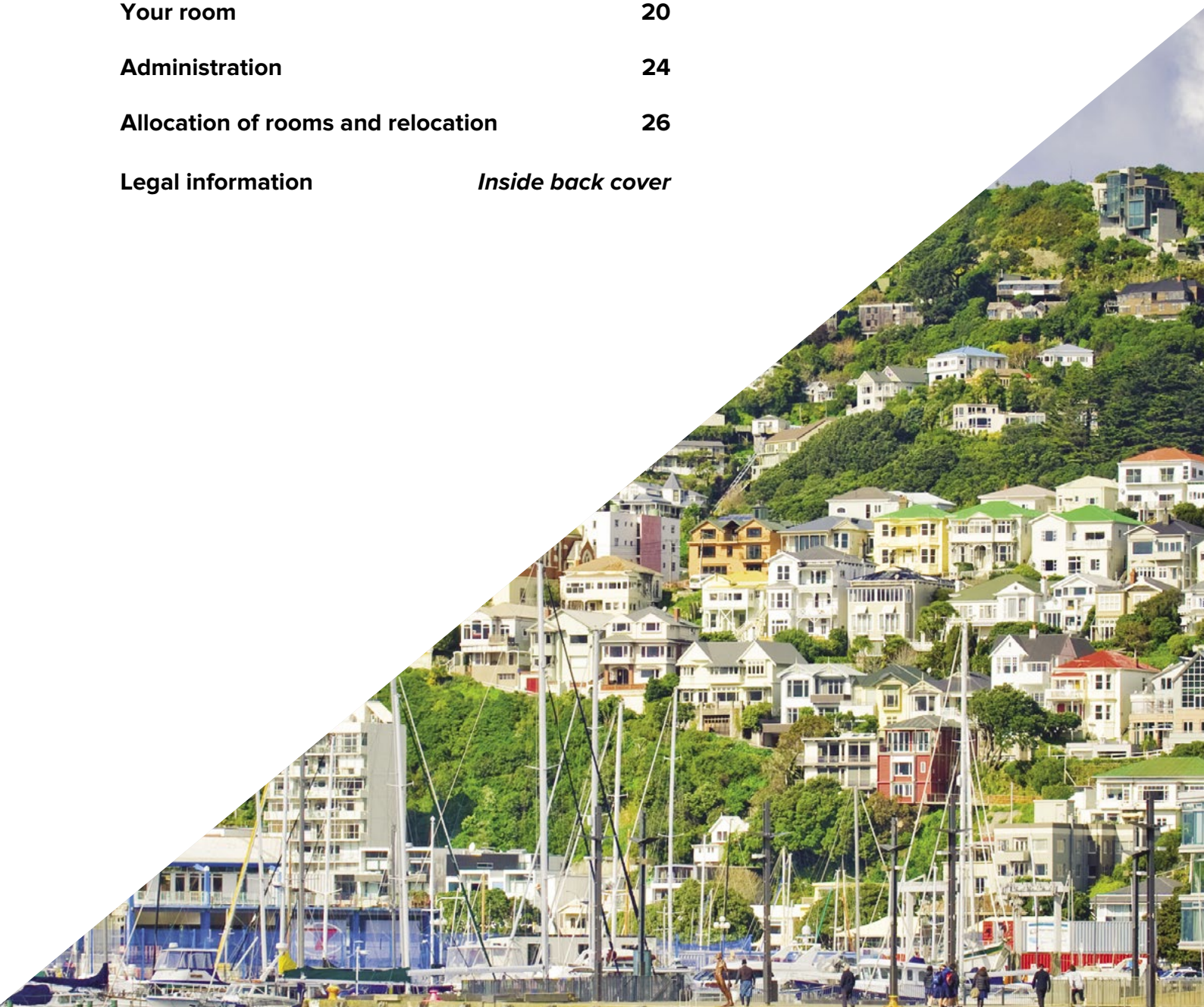
STUDENT CONDUCT STATUTE

View the Student Conduct Statute for Te Herenga Waka—Victoria University of Wellington students and the Student Conduct Statute for residents from other institutions.

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IMPORTANT NOTICE: Te Herenga Waka—Victoria University of Wellington uses all reasonable skill and care to ensure the information contained in this document is accurate at the time of being made available. However, matters covered by this document are subject to change due to a continuous process of review, consideration of the new Pastoral Care Code requirements, and to unanticipated circumstances, including those caused by COVID-19. The University therefore reserves the right to make any changes without notice. So far as the law permits, the University accepts no responsibility for any loss suffered by any person due to reliance (either whole or in part) on the information contained in this document, whether direct or indirect, and whether foreseeable or not.



DIRECTOR'S WELCOME

Tēnā koe, noa'ia, tālofa lava, kam na mauri, mālō e lelei, tālofa, ni sa bula vinaka, fakaalofa lahi atu, mālō ni kiaorana, and warm Pacific greetings. Nau mai, haere mai ki Te Herenga Waka—Victoria University of Wellington.

Kia ora, residents.

Welcome to your new home away from home. We are pleased you have joined us—we think Wellington is a fantastic place to live.

Many of you have moved away from your families for the first time and are already planning how to make the most of our capital city and your student experience while balancing social connection and academic success.

With inter-hall sports competitions, an inter-hall film festival, mid-winter Christmas celebrations and themed dinners, floor decorating competitions, balls, talent quests, clothing swaps, random acts of kindness, study groups, and community outreach, there are many opportunities to join in. This will help you connect with others, who will be feeling the same anxieties about moving away from home and meeting new people.

Living in a community also carries a responsibility to ensure your actions do not negatively impact on other residents, staff, or our neighbours. This handbook sets out our expectations to help create a community that supports the health and wellbeing of all and to ensure a living environment conducive to academic study.

It is important to prioritise your wellbeing and to seek support if needed. Student support coordinators are available to assist you to connect with the University's services, including Student Learning and health and counselling support.



Pastoral care—your wellbeing and safety—is of the utmost importance to us, and we have a strong team of staff to care for you. We consider this to be a partnership between you, your hall, the University, and your whānau, and we encourage you to come to us at any time with questions or concerns.

In our halls, you will often hear us talk about wellbeing issues, including consent, the importance of bystander intervention, and pathways for confidential support and reporting around sexually harmful behaviour, discrimination, bullying, and other harmful behaviour.

We have a focus on building healthy and respectful communities, setting you up well for the proceeding years of study and beyond.

Our halls are restorative communities, part of an institution-wide commitment to becoming a restorative university. We want to have open communication with residents. If there is any more information that you need, please contact any member of our team. We're all here to help you gain the most from your time at Te Herenga Waka—Victoria University of Wellington.

I wish you a successful year.

Ngā mihi nui.

Rainsforth Dix
Director Student and Campus Living

STUDENT HALL HANDBOOK

This handbook includes rules, requirements, and policies that we believe are desirable for the proper management of the hall, including our obligations under the pastoral care code to ensure a safe, healthy, and respectful community conducive to study for all.

We may reissue and update this handbook from time to time, as permitted under the Hall Residential Agreement. We will let you know if we update the handbook. If there is any inconsistency between this handbook and the Hall Residential Agreement, the Hall Residential Agreement takes precedence.

IMPORTANT CONTACTS AND 24-HOUR EMERGENCY SUPPORT SERVICES

Staff are available 24 hours a day, seven days per week to support students who need help.

If there is an emergency requiring police, fire, or ambulance services, dial 111 before you contact staff to speed up the response.

Boulcott Hall **021 285 4743**
47 Boulcott Street, Te Aro, Wellington

Capital Hall **022 563 3720**
143 Willis Street, Te Aro, Wellington

Cumberland House **027 563 4770**
237 Willis Street, Te Aro, Wellington

Joan Stevens Hall **021 966 834**
132 The Terrace, Te Aro, Wellington

Katharine Jermyn Hall **022 563 9080**
100 Boulcott Street, Te Aro, Wellington

Te Puni Village **027 469 4620**
80 Fairlie Terrace, Kelburn, Wellington

Weir House **027 563 3700**
1 Gladstone Terrace, Kelburn, Wellington

IN AN EMERGENCY DIAL 111

Other free support services are available 24 hours a day, seven days per week.

■ **Need to talk? Text or dial 1737**

Free call or text 1737 to speak with a trained counsellor at the national 1737 Need to Talk? service. You can access this service for yourself and when you are supporting others. This is a free helpline.

■ **Te Haika—Mental Health Crisis Contact Centre 0800 745 477**

Te Haika is a mental health and addictions contact centre for people in crisis or experiencing moderate to severe mental health or addiction problems. This free service is staffed by mental health and addiction professionals.

■ **Healthline 0800 611 116**

Call if you're feeling unwell but you're not sure if you need to see a doctor, or if you want some advice about a family member or a friend who's sick (if you are with them).

If it's a medical emergency, call 111.

A medical emergency includes chest pain or tightness, difficulty breathing, choking, severe bleeding or bleeding that won't stop, sudden weakness or difficulty talking, fainting or unconsciousness.

If you need support, you can always talk to a staff member or one of our student support coordinators.



TAKING CARE OF YOURSELF

Taking care of your mind and body helps you learn. There is always a friendly ear to hear your concerns and support you to access the help you need during challenging times.

ACADEMIC FOCUS

We endeavour to provide an environment conducive to academic success. If you require academic assistance, do not hesitate to discuss this with any member of the hall team. A residential adviser (RA) will touch base with you throughout the year to discuss your academic progress.

Residents who are enrolled at Te Herenga Waka—Victoria University of Wellington must be full-time students and are expected to attend, in person or digitally, the lectures, tutorials, and laboratory sessions for which they are enrolled.

WELLBEING GOALS

All students are expected to have conversations with parents or caregivers before leaving home to establish their own wellbeing goals, including practical ways to take care of their physical health and strategies to support their emotional wellbeing in the new circumstances of leaving home and adjusting to living in a large community. After accepting your accommodation offer, you will be sent a 'getting to know you' survey, which includes key questions to help you set up these goals.

The University website includes lots of tips to support your wellbeing, and our staff are here to support you.

i www.wgtn.ac.nz/wellbeing

WELFARE PLANS

We want to ensure your safety and wellbeing while you live with us in the hall and be able to support you and meet your needs the best we can. We are committed to providing a safe community in the hall.

Hall staff are here to help you stay on track with your own wellbeing. You may be asked to sign an agreement that includes practical steps you can take to support your welfare.

The head of hall and a student support coordinator will work together with you to agree on these steps and find ways to implement or update your wellbeing goals.

The agreement will also:

- clarify the support available to you and other residents to manage your health and wellbeing
- clarify expected behaviour so it is a safe and supportive environment for yourself and all residents living in the hall
- support you to manage your wellness.

CATERING—EAT WELL, FUEL YOUR MIND

Your brain uses 25–30 percent of your body's energy each day. A nutrient-rich balanced diet and eating *before* you start your day will make sure your mind has the energy it needs to learn well.

Eating well-balanced and nutritious meals is important for your wellbeing. Before your arrival, take the time to download the Food4ME app. This app allows you to view the week's menu, order late meals, and provide instant feedback to the kitchen.

All halls cater for multiple dietary requirements. You can update any special dietary requirements at any time through the accommodation portal. Ensure these details are correct before you arrive to ensure that appropriate arrangements can be made for your meals.

All meals are provided within the dining room. If you are unwell, notify a staff member, who will arrange for a meal to be delivered to your room.

Dining times may vary during study and exam periods, break periods, and other times. Grab 'n' Go lunches and late dinners can be arranged in advance through the Food4ME app.

Mealtimes are an excellent opportunity to socialise within the community. If you have any feedback on meals, we encourage you to use the feedback option in the Food4ME app, talk to the kitchen staff, or direct your comments to your hall staff. We encourage you to do this on the day of your meal so any issues can be addressed immediately.

CONNECT WITH FRIENDS AND WHĀNAU

It's important to stay connected with your friends and whānau from home, while also building new friendships at university. It's easier than you think to find things to talk about with other students. Greet your floor and hall mates and people in your lectures. Create a study group or exercise group. Join a club. Find people who are interested in the same things as you.

It might be helpful to make a set time to call home each week.

Activities offered inside and outside the community over the course of the year cover a range of social, cultural, arts, volunteering, and sporting events. The team will keep you informed of what's happening through social media and day-to-day contact.

Te Herenga Waka—Victoria University of Wellington offers current students helpful resources in the 'Connect Well' section of our website, co-designed with student leaders. There you can explore workshop topics on connecting, loneliness, assertiveness, and negotiating.

Check out creating your own pepeha—how to introduce yourself in te reo Māori: <https://tereomaori.tki.org.nz/Reo-Maori-resources/Ka-Mau-te-Wehi/Introduction-to-the-units/Unit-14-Our-mountain>

University Clubs helps you get involved in the club community on campus and is a fantastic way to enjoy new activities and learn new things.

i www.wgtn.ac.nz/connect-well

i www.wgtn.ac.nz/clubs

ADD A BIT OF EXERCISE IN YOUR DAY

Make time for things you enjoy doing. Movement optimises learning. When you exercise, chemicals that promote learning are released. They help you feel alert, motivated, positive, more in control, and patient. Find something you enjoy and keep doing it. Join with others in your hall to exercise together and support your exercise routine.

HALL EVENTS

We encourage you to participate in as many events as possible. This is a great way to meet new people and connect with others across our hall community. Events will be detailed in the accommodation portal—check there and hall noticeboards for upcoming events.

With events from decorating your own pot for a plant to the hall ball, there is something for everyone. Inter-hall activities range from cultural to sporting events. Represent your hall and win points for the annual Lesley O'Cain cup.

Your activity fee goes towards activities in the hall and inter-hall events throughout the year.

SOCIAL MEDIA

Use of social media is encouraged as a great way to connect with residents and staff, and to keep up to date with events and community news.

Each hall has its own private Facebook group for residents to read and post relevant items. Be respectful of other users of your hall's social media accounts. Residents must not post anything that may be considered discriminatory or harmful against, or bullying or harassment of, any individual on any social media platform. For example:

- making offensive or derogatory comments relating to sex, gender, race, disability, sexual orientation, religion, belief, or age
- using social media to bully another individual or spread damaging gossip
- posting images that are discriminatory or offensive, or linking to such content.

Students should be mindful that external social media pages are also subject to the Student Conduct Statute and the Harmful Digital Communications Act 2015.

Hall management reserves the right to delete any post that may cause offence and could be detrimental to the hall community. See further information and advice at www.netsafe.org.nz about bullying and abuse online.

Permission of others

You should also be mindful of having sought and gained the consent of involved parties, whether posting to your hall's Facebook group or any personal pages or accounts. This is particularly relevant for photos. You must always gain permission from someone whose photo you intend to post.

If they don't want their photo 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.



GUESTS

As the hall is your home, guests are welcome, provided they are sober and well behaved. As a resident, you must sign in your guest on arrival, be with your guest at all times while they are on hall premises, and escort them from the premises when they leave. This is necessary to maintain the security of our hall and to ascertain which people are in the building in the event of fire or earthquake procedures.

Unaccompanied, intoxicated, or disorderly guests will be required to leave the hall immediately. Staff may ask a guest to leave the hall at any time. You are fully responsible for your guests' actions while they are at the hall. If your guest causes any damage, you will be liable for all costs of repair, cleaning, or replacement.

As a resident, you must not let your guest use your key, access card, or meal card. A guest is welcome to stay for a night or two if a guest pass is signed by a staff member at least 24 hours in advance of the guest's arrival. No guest may stay on a regular basis, and residents may have only one overnight guest at a time. It is best to plan ahead to avoid disappointment. There is a cap on the number of guests that may stay at one time.

The head of hall has the right to enforce a no-guest policy, which may occur during, but is not limited to, orientation periods, study periods, a change in COVID-19 alert levels, or exam periods.

Any guest under the age of 18 requires advance approval from the head of hall. This approval is at the head of hall's discretion and may involve consulting with the underage person's parent or guardian.

PRIORITISE YOUR SLEEP

The better you sleep, the better you learn. Research shows a sleep-deprived person has 19 percent less memory ability, and if you don't get any sleep, you have 50 percent less memory ability.

Studies have recommended that, as adults, we need 7.5–9 hours of sleep most nights.

Check the tips for a good night's sleep on the student wellbeing website. These include setting up a good routine, sticking to the same bedtime each night, waking up at the same time each morning, and turning off all devices.

 www.wgtn.ac.nz/keep-well

NOISE

Living in a large residential community requires consideration and respect. Residents living at the hall are first and foremost students, and an environment conducive to studying will always take priority. Noise must be kept to a reasonable level at all times.

- No excessive noise should be heard at any time from your room or apartment.
- Noise must not be heard outside your room, either in the public areas or in any neighbouring room. This includes bass from stereos, which may travel through floors and ceilings.
- If you want to listen to loud music, you must wear headphones.
- Loud conversation in the corridors is particularly disruptive to residents trying to sleep or study.
- Be mindful and respectful of all neighbours, including those in the wider community.
- Staff may ask any noisy group in any part of the hall (including bedrooms) to disperse.

Quiet hours

It is critical that you observe quiet hours.

- Quiet hours are from 10 pm until 8 am daily and from 8 pm until 8 am during study, exam, and assessment periods. You will be notified when these hours change.
- During quiet hours, no noise should be heard at all from your room or apartment or common areas. This policy is strictly enforced.
- Staff may require that guests who do not respect quiet hours leave the hall.

Noisy neighbours

If your neighbour is making so much noise that you are unable to study or sleep, politely ask them to reduce the noise. If this is unsuccessful, use the duty phone to speak to a staff member.

TRAVELLING SAFELY

A free bus transports residents to the central city from Weir House and Te Puni Village on Wednesday, Friday, and Saturday nights at 10 pm.

Get-home-safe van

We also provide a safety van that will return students from Courtenay Place in the central city to all halls. This service begins at midnight on the same three nights and runs through to 2 am. It helps you get back to your hall safely at the end of the evening.

PERSONAL HYGIENE AND ILLNESS

Remember to practise good personal hygiene.

- Wash your hands often and use the hand-sanitiser stations around the hall.
- Cover your mouth and nose when you cough or sneeze.
- If you are unwell, stay in your room and out of common areas.

If you are sick, or know that another resident is sick, tell your RA and/or hall reception so that the appropriate care can be arranged. If isolation is required to prevent the spread of a contagious illness, you must abide by the isolation procedure that will be provided to you.

All acute illnesses must be reported to hall staff immediately.

If you are enrolled as a Te Herenga Waka—Victoria University of Wellington student, contact Mauri Ora—Student Health and Counselling to enrol or make an appointment on 04 463 5308.

VACCINATIONS

Staying healthy and protecting yourself from preventable illness while you are studying at university is important. It is recommended that all students are fully immunised against measles, mumps, and rubella (MMR), meningococcal ACWY, and pertussis (whooping cough). The varicella immunisation is also recommended for students who have not had chicken pox or who have not already completed a course of the varicella immunisation. There is a cost for the pertussis and varicella immunisations. There is no cost for the MMR immunisation and the meningococcal ACWY vaccination.

If you are not able to have these immunisations before arriving on campus, you can arrange to get them at Student Health and Counselling, ideally during Orientation Week. To book an appointment, call 04 463 5308 or visit the Mauri Ora reception at the Kelburn campus or Te Taunaki reception at the Pipitea campus.

You and your guests must be fully vaccinated against COVID-19 with a Government-approved vaccine, and must continue to be fully vaccinated at all times, to be permitted to enter our halls of residence. You and your guests must show evidence on request that meets our satisfaction. You will be denied entry to our halls of residence if you are unable, or unwilling, to do so.



ALCOHOL, SMOKING, VAPING, AND DRUGS

Te Herenga Waka—Victoria University of Wellington encourages and promotes a sensible and responsible attitude towards alcohol.

We respect your decision, as an adult, to drink alcohol. The University's rules and guidelines around individual alcohol use are intended to promote personal responsibility and a balanced lifestyle that will help you effectively manage your wellbeing. It is expected that these decisions will be based on personal values and social responsibility, conform to the laws of New Zealand, and support the health and welfare of yourself and others.

Anyone who chooses to consume alcohol will be held fully responsible for their behaviour while under the influence of alcohol. Failure to comply with the specifics and spirit of these guidelines can result in terminating your residential agreement.

The following policy is to promote sensible and legal consumption of alcohol.

Alcohol consumption in the hall

Persons under 18 will not be allowed to consume or be in possession of alcohol on the premises and may be placed on an alcohol-free floor or space. If you are 18 or older, reasonable consumption of alcohol in your room with another resident or two is allowed, provided that noise and damage are not a problem and the hall is not observing an alcohol-free period (for example, during exams).

You can drink alcohol and gather in designated common areas or for specific events as advised by your hall staff. You are expected to be considerate of the needs of others to prioritise study and sleep in the hall. If excessive noise can be heard at any time from outside your room or designated common area, and alcohol is involved, then your gathering could be closed down.

Our limits are:

- one standard 750 ml bottle of wine, or
- six cans of beer, or
- four ready-to-drink (RTD) cans.

Rules around alcohol consumption:

1. A breach of the alcohol limits will lead to immediate removal and disposal of the alcohol.
2. No glass alcohol bottles, except standard wine bottles, are permitted. No glass bottles of beer or spirits are permitted at any time. This is to mitigate safety risks around broken glass, and to put sensible limits in place.
3. No alcohol can be stored in common-space refrigerators or freezers. If any is found, it may be removed and disposed of.
4. You may not have, or use, any equipment that encourages excessive or unhealthy drinking, including but not limited to kegs, funnels, home-brewing equipment, or paraphernalia associated with drinking games, which are not permitted on hall premises. Material (for example, posters or advertising) that promotes alcohol or alcohol-related events may not be displayed or distributed and will be removed.

Responsibility for guests

Guests' actions are the residents' responsibility. Guests are not permitted to consume any alcohol while on site. Hall staff will require guests to leave if their behaviour is unacceptable or they are intoxicated.

Alcohol-free areas

No alcohol can be consumed in study areas, hallways, bathrooms, cinema lounges, the dining room, laundry, fitness studio, foyer, any outdoor areas on hall premises, and any other common space unless specifically designated by the hall. Open drinks in these areas will be confiscated and disposed of.

Alcohol-free periods

Total alcohol-free periods will be put in place during study and exam periods and may be put in place at any other time.

We encourage you to:

- know your limits—put your health and wellbeing first
- have a plan in place for travelling to and from the city (make use of the safety bus and get-home-safe van)
- look out for yourself and your friends
- read through available resources and exercise judgement in individual situations
- always keep yourself safe
- notify a hall staff member if you are concerned about a situation or incident
- respect your community and the wider neighbourhood
- manage your alcohol consumption by drinking water between alcoholic drinks—managing your intake will help you manage your emotions
- talk to a student support coordinator if you are concerned about your drinking.

For more information about safe drinking, go to the following websites.

- ❗ www.alcohol.org.nz
- ❗ www.drinkaware.co.uk
- ❗ <https://hellosundaymorning.org>
- ❗ www.wgtn.ac.nz/student-health

Smoking or vaping

Hall premises and grounds are smoke-free and vape-free environments. You cannot smoke or use vapes or e-cigarettes in any area of the buildings, including foyers and entranceways. If you are found smoking or vaping, smoking materials will be confiscated and disciplinary measures will follow.



LIVING IN A LARGE COMMUNITY

Building a diverse and inclusive community is an important part of our university values.

PERSONAL SPACE AND BOUNDARIES

Respecting others' space and privacy

Living in a hall community is very different from living at home with family and requires you to actively consider how you approach and communicate with others. It is important to be respectful of other people's personal space and boundaries. For some, borrowing things or entering a private space might not seem like a big deal, but others will be uncomfortable with this. Some people may find it easy to know how to read other people's boundaries and communicate their own, but it may be a learning journey for others, so it is important to be kind while we all navigate how to live together. It's important to be respectful, give people space, and always ask for permission. You can ask for permission by asking questions such as "Is this okay with you?" or "Do you mind if I...?" and paying attention to the person's body language.

Respecting others' personal space

There are differences in space preferences between relatives, friends, acquaintances, and strangers.

Here is some basic guidance.

- Keep at least a metre between yourself and a stranger or someone you don't know well.
- Observe body language: If someone is leaning away from you or moving backwards, you are too close. If someone steps back, don't step closer—wait to be invited to move closer. If they don't invite you to move closer, this may be their way of communicating that they want more personal space.
- Never touch someone without their permission.
- Ensure that you are not blocking exits. This is important both for safety and to make people feel comfortable.

If someone steps into your personal space, ask them to step back. You could move slightly to the side or backwards to regain the level of space that feels comfortable for you.

Visiting someone's bedroom

- Don't enter anyone's personal space without being invited in.
- If you are walking past someone's room and you see a group of people in there, it is not a general invitation to enter and join in. The same room entry rules apply.
- If a door is closed, knock and wait for an answer and invitation to enter.
- If a door is open, say hi and ask for permission before entering.
- Do not enter another student's room if they are not there, even if the door is unlocked.



Sitting on someone's bed

- There is limited seating within bedrooms. If you have been invited in, ask where you should sit. Don't assume that you can sit on someone's bed without their permission.
- If there is not enough seating and you don't want someone sitting on your bed, or if you don't want to sit on someone else's bed, suggest moving to a common area.

Knowing when to leave

- If conversation starts to falter, or the owner of the room starts to busy themselves doing other things, it is probably time to leave.
- If a group of you are hanging out in a bedroom and the others leave, you should leave too unless you are invited to stay and you want to.
- If you are asked to leave, it is definitely time to leave.

Asking someone to leave your room

- Some people find it more difficult to understand social cues. While being polite, also be direct in your request. For example, "Can you please leave my room now?"
- If you do not feel comfortable asking someone to leave your room, you could suggest moving into a common area instead.
- Contact staff using the duty phone if you feel unsafe or a person refuses to leave your room.

If you are uncomfortable with a guest that your roommate or flatmate has invited in, ask to speak to your roommate privately. Let them know you are not comfortable with their guest, and find out what their plans are and whether they may be able to meet elsewhere. You may choose to be away if the guest is going to be present, or ask them not to return to your space. Ask your roommate for advance notice next time they are bringing in a guest. If, at any time, you feel unsafe, contact staff using the duty phone.

Respecting other people's property

- Never go through someone else's personal belongings.
- Do not take or borrow anything without permission.

BEHAVIOUR AND CONDUCT

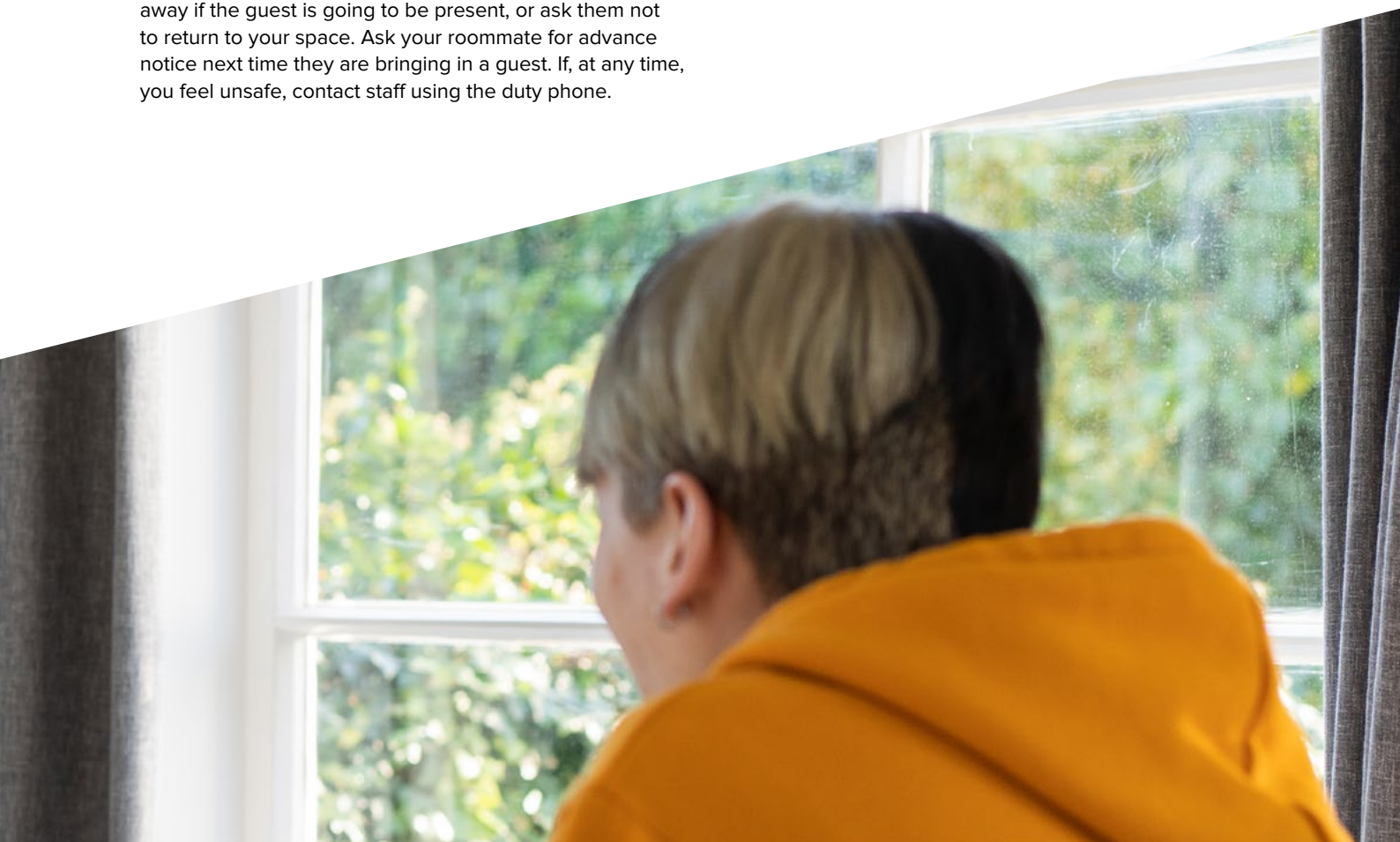
The hall is a restorative community. A restorative community is one in which every member is valued and feels they belong, where all contribute to the common good, and where conflict is handled in ways that promote accountability and repair. A restorative community fosters positive relationships founded on mutual care, respect, equality, responsibility, and honest communication.

Restorative circles

Throughout the year, your RA will invite you to participate in restorative circles to strengthen relationships and improve communication on your floor. Your RA or hall manager will facilitate the circle using a 'talking piece' so that everyone has an equal opportunity to speak. Circles may be held for many reasons, including to:

- build positive relationships
- establish shared norms and values for your floor
- respond to conflict or problematic behaviour on the floor
- process a difficult community event or shared experience
- make decisions about group activities.

Circles are a great opportunity to get to know your neighbours and to have a say in creating your floor culture.





ADDRESSING CONFLICT AND RULE-BREAKING

When conflicts occur, a restorative justice process is available. This is where those involved in the episode meet together, with the help of a facilitator, to discuss the following questions:

- What happened?
- Who has been affected and in what ways?
- What can be done to make things right?
- How can we stop similar things happening in the future?

A restorative process requires the responsible student(s) to accept responsibility for their actions and to make amends, and provides the harmed parties with a clear voice in the process. The group works together to reach an agreement about what must be done to repair the harm and restore relationships.

Participation in a restorative meeting is entirely voluntary—all affected parties must agree before it goes ahead. When deemed appropriate by staff, this process may be used as an alternative to normal disciplinary procedures. Residents may request a circle or a restorative meeting at any time to address interpersonal conflict within the hall.

Support for resolving this conflict can be provided by senior hall staff or the Student Interest and Conflict Resolution office.

SUPPORTING BEHAVIOURAL CHANGE AND COMMUNITY COHESION

Hall staff will address and manage any behavioural concerns, wherever possible, through an informal process that could include confidential supportive and educational conversations with you. If concerns are raised about your behaviour, we want you to have the opportunity to be aware and understand the impact you may have had on others. We will invite you to work with hall staff to support your own and community wellbeing. If this is not effective, the matter may be managed under the processes in the Student Conduct Statute.

MISCONDUCT

The hall handbook rules apply to your conduct as a resident in the hall. As a member of our community, you contribute to the tone for your hall and have a responsibility to help create a positive home for everyone.

If you are enrolled as a student at Te Herenga Waka—Victoria University of Wellington, the Student Conduct Statute applies to your conduct. We encourage you to make sure you are familiar with it.

If, at any time, your conduct amounts to, or may amount to, misconduct under the Student Conduct Statute, a formal process may be undertaken in accordance with that statute.

If you are enrolled with a different tertiary education institution, the Schedule to your Residential Agreement applies to your conduct. We encourage you to make sure you are familiar with the Schedule. If your conduct at any time amounts to, or may amount to, misconduct under the Schedule, we may take disciplinary action against you **in accordance with the Schedule**.

i www.wgtn.ac.nz/student-conduct-statute

BEING A GOOD NEIGHBOUR

While you have a responsibility to behave appropriately to other residents within your hall, you also have neighbours in nearby buildings and houses who are part of our community. Being a good neighbour is a high priority for the University and something we take very seriously. Treat your neighbours respectfully—be quiet when passing by and dispose of rubbish in bins provided. The neighbours are good people, but understandably they get tired of noise and rubbish issues caused by a small number of students.

We respond quickly to feedback from hall neighbours and have an effective process for investigating. If negative feedback from neighbours has been received, we may take disciplinary action against you.

HARASSMENT

Harassment is unwelcome, uninvited behaviour that can make someone feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. Harassment is unlawful. The University is committed to providing a living and working environment that is free from harassment.

If the recipient perceives the harassment as such, then it is harassment. Harassment includes the use of language (written or spoken) or visual material or physical behaviour that:

- expresses hostility against, or brings into contempt or ridicule, any other person on the grounds of colour, race, ethnicity or national origins, sexual orientation, ability, or religion
- is hurtful or offensive to that other person (whether or not that is conveyed to the person complained about)
- is either repeated, or of such a significant nature that it has a detrimental effect on that other person.

Causing disharmony includes:

- publishing or distributing written, visual, or electronic material that is threatening, abusive, harmful, or insulting, including on social media
- using words that are threatening, abusive, or insulting
- physical behaviour that is deemed threatening, abusive, or insulting.

Harassment and causing disharmony are not permitted at the hall or within the university community and we may take disciplinary action against you if you engage in such conduct.

REPORTING SEXUALLY HARMFUL BEHAVIOUR

Te Herenga Waka—Victoria University of Wellington is committed to supporting a learning environment that is free from sexually harmful behaviour.

Sexually harmful behaviour includes:

- sexual harassment
- sexual assault
- any form of unwanted sexual advance
- request for sexual favours
- any other unwanted behaviour that is sexual in nature.

Sexual harassment can be verbal, visual, or physical, and could involve electronic forms of communication.

At the University, any sexually harmful behaviour is managed through the Sexual Harassment Response Policy and Procedures.

You are entitled to live, study, socialise, and work in an environment of safety and respect. We take reports of concerning behaviour seriously. Sexually harmful behaviour—including sexual harassment, sexual assault, and bullying of any kind—undermines safety and respect, and may be a breach of the University's Student Conduct Statute or Staff Conduct Policy.

If you are feeling unsafe or have experienced behaviour at university or within the halls that concerns you, the Student Interest and Conflict Resolution team will support you. You can contact them for confidential information and advice about options, reporting, and support, or talk to a hall staff member who can support you to get help.

If you are an international student, be aware that:

- making a report of concerning behaviour will not impact your visa
- any information you provide will not be passed on to your family or other universities unless you request that this information is shared
- we can provide a translator at your request.

i www.wgtn.ac.nz/sexual-harm-students

If it has been alleged that you have engaged in harmful behaviour, there are options for seeking advice both on and off campus. The Student Interest and Conflict Resolution team can help you understand what is involved in a formal misconduct process and what your rights are, and can work with you to identify your needs and ensure you are receiving appropriate support. If the team is also supporting a complainant, a different member of staff will be provided to work with you to ensure there is no conflict of interest.



PARENTS' AND CAREGIVERS' ENGAGEMENT

We encourage self-reliance and personal growth of our residents. Our residents are responsible for their own academic and personal choices.

Caregivers are welcome to share any feedback, but hall staff will always contact the residents directly should the need arise.

SUPPORT FOR RESIDENTS

We acknowledge that students and parents or caregivers alike can struggle with the transition and adjustment of leaving home, moving to another city, starting an academic course, and moving into a community-living environment.

Students are well supported, especially in their first few weeks in their hall, and have access to RAs, the deputy head of hall, and student support coordinators.

Student support coordinators are registered health professionals who provide a confidential service for any hall residents experiencing health or wellbeing issues. They liaise with faculties, student support services, and community services to ensure that residents get the support they need to reach their potential and achieve academic success.

Student wellbeing and safety is of the utmost importance to us and we have a strong team of staff to care for residents. We consider this to be a partnership between the student, the hall, the University, and whānau, and we encourage students to come to us at any time with questions or concerns.

If we are concerned about the wellbeing or safety of any student, we will advise their emergency contact and involve them in agreeing on a welfare plan.

PARENTS AND CAREGIVERS SUPPORTING STUDENTS

The main advice we can give parents and caregivers is to keep lines of communication open with their family member. Continue to have frank and open conversations about all areas of their life, especially as they head into this next stage, and support their choices.

A parent or caregiver's first instinct may be to want to find out more about their family member's situation, especially if they mention something that they are not happy about, but most things get resolved as part of everyday hall life.

Parents and caregivers can encourage their family member to get involved in hall and university activities and suggest they talk through any concerns with hall or university staff. They can make sure they are aware of the services available so they can direct their family member if they indicate they need some help.

Plan for breaks during the year, keeping in touch through phone, social media, and technology. Sending surprise care packages is also important.

The University will send parents and caregivers regular newsletters with updates from the halls and around the University so they can stay engaged with their family member, and so they understand the peaks and flows of student life.





UNDER-18-YEAR-OLDS LIVING IN AN ADULT HALL COMMUNITY

Our support and engagement for under-18-year-old students is the same as for all first-year hall residents, with the following variations.

- We will place you on an alcohol-free floor with other students of a similar age, unless you will turn 18 soon after moving in. An alcohol-free floor can be requested in your application. You are free to visit other floors where other students may consume limited alcohol within the hall rules. If you turn 18 during the year, we will be responsive to a request to change you away from the alcohol-free floor if a room is available.
- There will be events at the hall where alcohol may be accessible to attendees. In these instances, you will be allowed to attend the event, but you will be identified as underage and will not be served alcohol. You may need to wear an identifying bracelet or similar.
- The hall does not have jurisdiction to monitor or limit alcohol or illicit-substance consumption that may occur off-site. If the hall becomes aware of illegal consumption, our staff will speak directly with you with an educational focus. If we observe ongoing abuse of illegal substances, or alcohol, staff will arrange a meeting with you and your emergency contact to agree on a behavioural plan.
- Our staff will oversee how often you take part in floor and hall activities and will advise your emergency contact if there are concerns about your disengagement.

The safety and wellbeing of our residents is important to us, and we acknowledge that a parent or caregiver may best understand the support needs of their teenager. If we are concerned for your safety or wellbeing, we will arrange a telephone meeting with you both to work together to support you. We may include other support staff from the University.

As a restorative university, our first step will be to discuss a behavioural concern directly with you. A support person will be available to you if the matter is sensitive. If you or your parent or caregiver have any concerns about a matter that has been raised with you, the head of hall will be responsive to a request to discuss the matter together.

IF YOUR PARENT IS YOUR FINANCIAL GUARANTOR

Arrival and payment information is sent only to residents. If a parent or caregiver is the financial guarantor for a resident, it is up to the resident to discuss any financial problems with them. Residents have access to the University's student finance advisers for help with budgeting and becoming financially independent.

PROVIDING FEEDBACK, RAISING CONCERNS, AND MAKING COMPLAINTS

FEEDBACK OPTIONS

We put our residents' satisfaction and experience at the forefront of everything we do, and we welcome your feedback and ideas. If we can make your experience better, don't wait until our formal survey—tell us now.

Talk to us

The starting point if you can't resolve a matter yourself is to speak directly to a staff member you know or to approach the reception desk for help. Health and safety, hall facilities and maintenance, catering, cleaning, and ongoing noise issues can usually be resolved through this mechanism.

Suggestion boxes

There are suggestion boxes in all halls, and our staff are always ready to listen to, and respond to, your feedback.

Resolving issues that affect other students

In all situations, we encourage you to speak with a staff member. Other avenues for resolving issues impacting your floor or your hall, or all halls, include the following.

- Floor meetings—participation in our regular floor hui will also enable you to talk about how your experience is going, and to influence the shared norms, standards, and values your floor has set for your community. This is a good place to raise and resolve common room issues and matters that affect everyone on the floor.

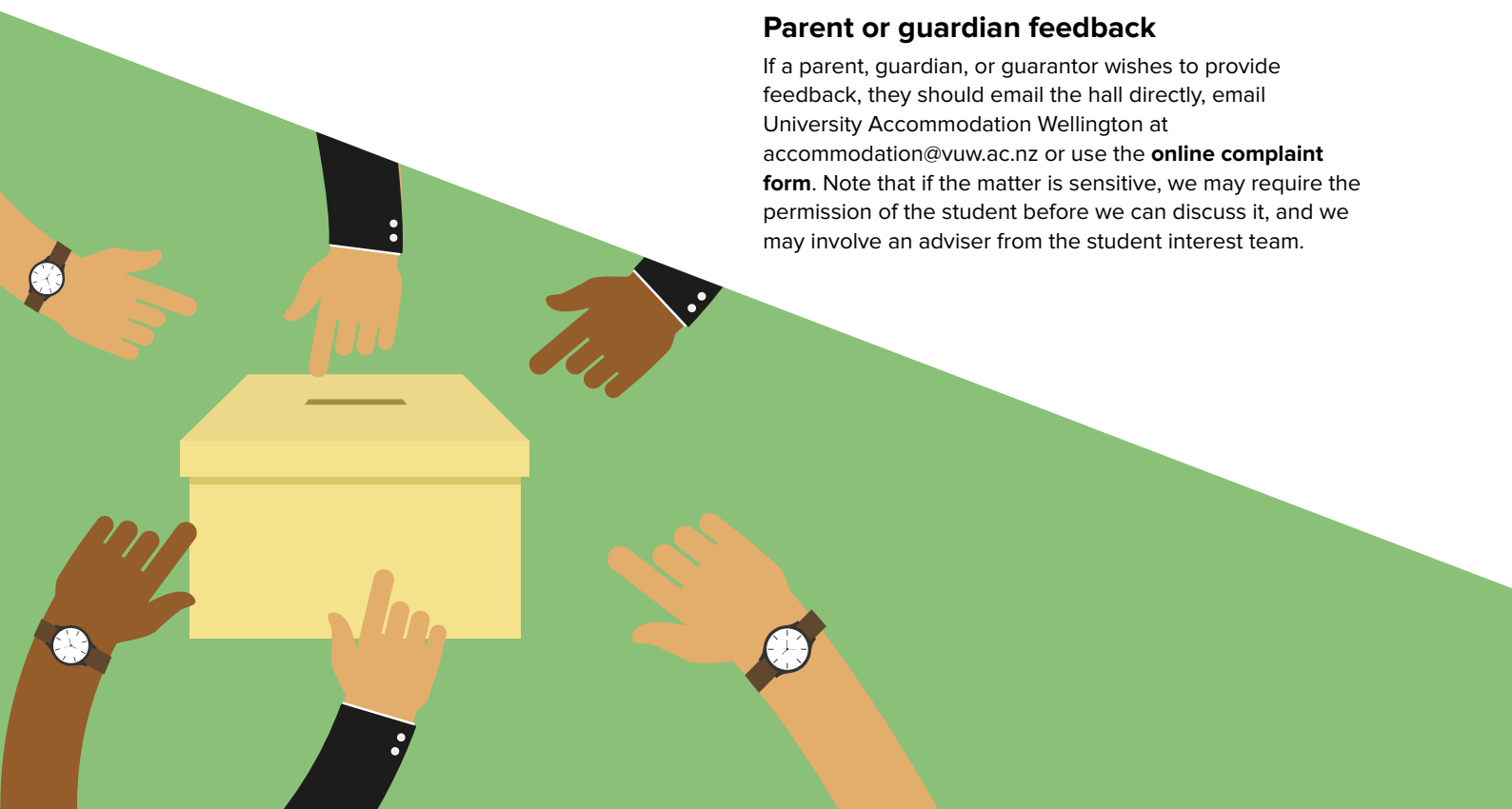
- Hall residents' committees—these committees in all halls enable topical matters that affect a wider group of residents to be raised and resolved quickly, and provide opportunities for floor and topic representatives to highlight any matters that arise throughout the year and take part in hall planning. If you are unsure who your floor representative is, speak to your RA.
- Victoria University of Wellington Students' Association (VUWSA) Halls Committee—in all halls, two or more representatives are elected to the VUWSA Halls Committee. This is the place where the elected representatives can raise issues and give opinions on behalf of fellow residents. The committee ensures that the student voice from residents is heard, and supports residents' wellbeing. If you have any issues, you can bring these up with your hall's representative and they can advocate for you.

Sensitive issues

Sensitive issues such as harassment of any form, including allegations of sexually harmful behaviour, issues with the behaviour of another student or staff member, fear of reprisal, or matters relating to the pastoral care of an individual, are treated confidentially and not discussed in groups or with other residents who are not directly involved. These will be resolved with the support of hall management, and may include a student support coordinator, a member of the Student Interest and Conflict Resolution team, and any nominated support person.

Parent or guardian feedback

If a parent, guardian, or guarantor wishes to provide feedback, they should email the hall directly, email University Accommodation Wellington at accommodation@vuw.ac.nz or use the **online complaint form**. Note that if the matter is sensitive, we may require the permission of the student before we can discuss it, and we may involve an adviser from the student interest team.





REPORT A CONCERN

Occasionally, things don't go as planned, but we are dedicated to resolving issues as quickly as possible and ensuring they don't happen again.

Resolving issues is a normal part of hall life, and before making a complaint, it is expected that residents will work to resolve the issue through open communication with staff. We generally find this is the fastest way to resolve matters of concern. We understand that there could be a situation where you might not want to contact the head of hall; in which case, you can speak to, or email, the accommodation team at accommodation@vuw.ac.nz or telephone 04 463 5896. Tell us your name, the hall where you are staying, and the issue you have experienced.

Halls are restorative communities in which every member is valued and should feel they belong, where all contribute to the common good, and where conflict is handled in ways that promote accountability and repair.

You are welcome to include a support person to help resolve your concern. The support person may be another student, a residential adviser, a student support coordinator, a family member, or other supportive person.

The specific needs of anyone involved in a concerning situation are considered, and culturally appropriate approaches that consider traditional processes for raising and resolving issues are available.

The University is committed to acknowledging Te Tiriti o Waitangi by working in partnership with Māori. The spirit of tikanga is to seek resolutions to disputes and concerns in a manner that encourages a facilitated open exchange of views, with a view to seeking consensus and acceptance from all parties.

You can also email the University's Student Interest and Conflict Resolution office at studentinterest@vuw.ac.nz for a confidential conversation or advice. This team is available to support students and staff experiencing conflict or who have a complaint or an issue with anyone in the university community. If you are not satisfied with the resolution at this stage, you will be provided with details on how to take the matter further.

Students can access an external advocacy service through the student association if desired. Information is available on the VUWSA website: www.vuwsa.org.nz/advocacy

We will inform the residents directly involved how the concern will be handled, how it is progressing, the range of possible outcomes, and an expected time frame based on the complexity and sensitivity of the concern.

COMPLAINTS

If, after working with us, you are still not happy with how we've handled your concern, you can make a complaint here.

i www.wgtn.ac.nz/accommodation

DISPUTES

There are also options external to the University for you to consider for seeking resolution should you not be satisfied with the outcome of your complaint. You can contact the following:

- VUWSA: www.vuwsa.org.nz/advocacy
- Tertiary Education Commission helpline: 0800 601 302, online at www.tec.govt.nz or email complaints@tec.govt.nz
- New Zealand Qualifications Authority: www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider
- Office of the Ombudsman: www.ombudsman.parliament.nz
- New Zealand Human Rights Commission: www.hrc.co.nz/enquiries-and-complaints



YOUR HOME AWAY FROM HOME

ARRIVAL

Prior to arrival, you will be issued with a personalised QR code that will speed up your check-in process. Access this by logging into the accommodation portal on your mobile phone.

Room inspection form

You will be asked to complete and return an online room inspection form within 48 hours of your arrival. Ensure all defects and missing items are noted on it, as you will be held responsible for the cost of replacing items or repairing damage in your room that was not noted on your arrival.

PHOTOGRAPHS AND IDENTIFICATION

You are required to provide passport-style photographs for security records and for display on residents' photo boards in common areas, unless you notify the hall prior to arrival that you do not want your photo displayed.

Residents who are enrolled as Te Herenga Waka—Victoria University of Wellington students are required to provide their student ID number for confirmation of full-time enrolment at the University and any other purpose deemed appropriate by hall management.

KEYS, ACCESS CARDS, AND SECURITY

You will be issued with a room key and access card on arrival. You are not permitted to make copies of these. Your access card will allow 24-hour access to the hall. If you lose your access card or room key, you will be required to pay for a replacement.

Be responsible with your room key and access card.

To reduce the risk of theft:

- lock your room whenever you leave it
- do not lend your room key or access card to anyone
- keep your access card and room key with you at all times
- report any lost keys or access cards to reception immediately.

Charges apply:

- \$30 to replace your access card
- \$90 to replace your room key.

TELL US IF YOU ARE AWAY

Please update your 'away from hall' details in the accommodation portal and inform your fellow residents if you are going to be away for more than 48 hours.



YOUR ROOM

FURNITURE AND CHATTELS

Supplied items

Although there is a variation in the size and layout of rooms at each hall, each resident is provided with a:

- bookshelf
- mattress protector
- mirror
- noticeboard
- rubbish bin
- single or king-single bed and mattress
- storage unit
- study desk and chair
- wardrobe.

Check with staff before bringing any furniture of your own. Refrigerators, loudspeakers, and strobe lighting are not permitted. At the end of your stay, you are responsible for removing any furniture of your own. If you do not remove this furniture, you will be charged for its removal, and it may be disposed of at the head of hall's discretion.

You are permitted to shift the supplied hall furniture around the room, provided that no fixtures or fittings are unscrewed or taken down and you return the furniture to its original position before you leave. You may not place communal furniture in your room.

Recommended items

You are required to bring your own bedding, including sheets, pillow, duvet, and blankets. You should also consider bringing:

- Blu-Tack
- cleaning products
- coat hangers
- computer
- desk lamp
- emergency kit containing items such as a torch, batteries, portable power bank, water, foil blanket, canned and non-perishable food, and reusable face masks or a supply of disposable masks
- headphones
- laundry basket and washing powder
- small first aid kit
- toiletries
- towels and bathmats.

Prohibited items

The following items are not permitted and may be confiscated due to the risk of fire, fire alarm activation, damage, and impact on other students:

- air fryers, microwaves, or rice cookers
- bar heaters
- candles
- faulty electrical appliances and appliances that do not have a current electrical test tag
- firearms and weapons (including replicas)
- food processors, speakers, or sound systems
- fridges
- incense
- oil burners
- popcorn makers
- steam diffusers
- toasted sandwich makers, toasters, or waffle makers
- 3D printers.

Pets or animals, including fish, are also prohibited.





RIGHT OF ENTRY

We may enter your room, including in your absence, for the following purposes:

- Routine check:
 - to carry out repairs or maintenance
 - to conduct room checks.

If any person requires access to your room, staff will attempt to notify you at least 24 hours in advance.

- Welfare check:
 - ensuring your personal safety and wellbeing
 - ensuring the wellbeing of other residents
 - to attend to other health and safety concerns, including in any emergency
 - to deal with any nuisance arising from your room, such as loud music.

Residents are not permitted to obstruct any employee of the University, fire wardens, or authorised technicians in the performance of their duties.

Hall staff will not permit any other person, including your friends and relatives, to access your room without your verbal or written permission.

INSURANCE

You are advised to take out a personal contents insurance policy. This may be possible through your parents' or caregivers' policy. We take no responsibility for damage or loss of personal belongings. Be mindful of securing your personal property and items of value.

MAINTENANCE

If you notice anything in your room or any other part of the hall that needs repairing, or if you have any problems with pests such as ants or cockroaches, log a maintenance request through the online portal. Please see the staff if your problem remains unresolved or if there is an immediate safety or damage concern.

OUT-OF-BOUNDS AREAS

The following areas are out of bounds to you and your guests at all times, unless you have approval from the appropriate staff:

- | | |
|------------------------------|-----------------------------------|
| ■ any plant or service areas | ■ RAs' rooms |
| ■ the basement | ■ the roof, ledges, and balconies |
| ■ the kitchen | ■ staff members' rooms. |

DAMAGE

Individual liability

The Hall Residential Agreement requires you to:

- keep the facilities (this includes your room, the hall, and all fixtures, fittings, and chattels within the hall) clean and tidy, and pay for any cleaning, damage, repair, and maintenance for which you or your guests are responsible
- keep your room in the condition it was in when you arrived (fair wear and tear excepted).

Examples for which you may be liable include costs to repair damage caused by your guests, the cost of cleaning, repairing and/or repainting your room, and the cost of repairing damage to walls caused by adhesive tape.

Joint liability

We encourage those at fault to take responsibility for their actions. However, sometimes damage or theft will occur that cannot be attributed to individual residents, despite our best efforts.

Under the Hall Residential Agreement, if any cleaning, repair, or maintenance (including replacement) is required to the facilities due to damage of any kind, and responsibility cannot be attributed to individual residents, you will be liable for a pro rata share of the cost of such cleaning, damage, replacement of missing crockery and cutlery, or maintenance, as determined by us. These costs are charged monthly to your account.

USE OF FACILITIES

You must use the facilities for their intended use. Sensible behaviour in hall buildings is expected at all times and no activity that puts residents or the building in danger is permitted.

No roller skates, bikes, roller blades, scooters, or skateboards may be used in the buildings.

No cricket, ball, or frisbee games are to be played in the buildings.

Balls, skateboards, and other recreational equipment must be carried when entering or leaving the buildings.

USE OF ROOMS

Cooking

If you live in an apartment, you may use the cooking facilities provided. All apartments have fridges. You are advised to defrost your freezer throughout the year when ice builds up.

All residents in catered halls may use only the kitchenette facilities provided on their floor for making snacks.

All cooking must be attended. Unattended or smoky cooking may result in smoke alarms activating and the building being evacuated.

Electricity and energy use

Power charges are included in the accommodation fee. We encourage you to be mindful of your power consumption and do your bit to conserve energy.

Turn off any lights and provided heaters in your room when you go out.

Posters and decorations in rooms

You should only use pins in the noticeboard in your room. You may put posters and decorations on your room walls, as long as you use Blu-Tack and make sure you remove all marks when you leave. Do not use any other products, such as cellulose tape or other adhesive tape, hooks, or nails to attach anything to the walls.

Any work required to repair damage caused by adhesive tape, hooks, nails, tacks, or other items will be charged to you.

Internet access

Free wireless internet access is available to all residents. For more information or help, contact hall reception or the Digital Solutions team at the University.

Study and semester breaks

There is no need to vacate the hall or remove your belongings during study and semester breaks. Refunds are not available for any period you are away from the hall during these breaks. You cannot sublet your room during your absence.

CLEANING

Residents are responsible for cleaning their own rooms and for keeping all common areas as tidy as possible. In apartments, residents are responsible for cleaning their own bathrooms, kitchenettes, and living areas, and for providing their own cleaning products and toilet paper.

Cleaners are contracted to clean the common areas of all catered hall buildings. Residents are responsible for keeping their own common room benches clean and clear.

Residents are responsible for common room dishes.

Hall residents should let reception know if supplies such as toilet paper, paper towels, soap in common bathrooms, and cleaning supplies in the common room kitchenettes have run out.

It is your responsibility to keep your room in a clean and tidy condition, including emptying your own rubbish and recycling into the appropriate areas. Rubbish from your room may not be emptied into the common room bins. If you live in a shared room or apartment, you will need to work out a roster for weekly cleaning. You may approach an RA for assistance with setting up this cleaning routine.

Room checks will be conducted from time to time. It is preferable that you are present, but we reserve the right to check in your absence. If your room is found to be unsatisfactory and you will not, or cannot, rectify this in the time required, your room may be cleaned by our cleaners at your expense.

It is important to ensure you leave your room in a clean and tidy condition for health and safety reasons and so that you do not have cleaning costs deducted from your bond.

DINING ROOM RULES

1. Sanitise your hands upon entry to the dining room.
2. Always swipe or scan to get your meals.
3. Treat all catering staff and facilities with respect.
4. The kitchen is out of bounds.
5. The dining room is reserved for residents of the hall and guests with meal passes. No other visitors are permitted.
6. A reasonable standard of dress, appropriate to eating in a public place, must be worn in the dining room.
7. Footwear must be worn at all times.
8. When you have finished eating, return all crockery, cutlery, and any leftover food to the collection area.
9. Food (except Grab 'n' Go), cutlery, and crockery supplied by the hall must not be taken from the dining room.

DEPARTURE

Under the Hall Residential Agreement, at the end of the Term, or (if earlier) when you leave the hall, you are required to leave your room in the condition it was in when you arrived (fair wear and tear excepted), and return all room keys, access cards, and chattels provided to you.

To ensure this occurs, we require you to follow this process on departure:

1. Towards the end of the Term, you will receive a departure instruction letter and a room checklist. If these are misplaced, come to reception for replacements.
2. This paperwork must be returned to reception by the date specified.
3. On leaving the hall, you are required to hand in:
 - your room key
 - your access card
 - your room checklist, signed off by staff.

If you do not return all these items, there may be a delay in processing your bond refund.

HEALTH AND SAFETY

All residents agree to comply with the University's Health and Safety Policy. In particular, you will take reasonable care of yourself and others, cooperate with hall staff, and ensure that your acts do not adversely affect others. You will also report to hall staff, as soon as possible, any matter that may be, or may create, a health and safety issue.

FIRE SAFETY

The hall contains smoke alarms, sprinkler systems, and evacuation procedures, and has regulations in place to keep residents safe.

Your room is a 'fire cell', which means that if there is a fire in your room, the closed door will prevent the fire from spreading rapidly. This is an important safety mechanism in a building where several hundred people live.

- Visitors and overnight guests in any building must sign the overnight guest register at reception or the RA corner.
- You are not permitted to burn anything in your room or apartment, including candles, cigarettes, e-cigarettes, incense, lighters, matches, tobacco, or vapes. These items will be confiscated if found in use.
- You are not permitted to hang anything from sprinkler pipes or fittings and you must keep the area around sprinklers and smoke detectors clear.
- All electrical appliances (such as electric blankets, hair dryers, and hair straighteners) you must have a current safety check test tag and be in good working condition and order.
- Cooking is permitted only in kitchenette spaces. Cooking equipment such as electric woks, frying pans, hot plates, panini machines, rice cookers, and toasters are not permitted in rooms or in communal spaces.
- Barbecue grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the hall or outside on balconies, patios, or decks.
- Residents will be required to pay any charge imposed by fire service providers if a false alarm occurs because of a resident's failure to comply with policies and rules.

Abiding by fire safety rules and policies and the fire evacuation procedures ensures the health and safety of all our residents. If items that are not permitted are found to be on the premises, they will be confiscated. Disciplinary action will follow if fire safety rules and policies and fire evacuation procedures are not followed.

Fire alarms

If you or your guests deliberately tamper with fire equipment such as the smoke alarms, sprinklers, smoke detectors, heat detectors, fire signs, fire exits, or fire switches, disciplinary action will follow. If you are responsible for setting off a fire alarm, Fire and Emergency New Zealand may also be involved in further action. Deliberately tampering with any fire equipment, regardless of an alarm being activated or not, will result in disciplinary action. Any associated costs to fix or reset systems will be charged.

Fire evacuation procedures

If the smoke detector in your room activates, find out the cause as quickly as possible and activate the fire alarm if necessary. When the fire alarms sound, you and everyone else in your room must:

1. leave your room immediately
2. leave the building immediately using the nearest fire escape; you must not use the lifts in an evacuation
3. proceed to the designated assembly area
4. stay out of the building until you are told you may return.

Fire wardens

Fire wardens in each building are appointed at the beginning of the year. There will be at least one fire warden representative for each floor who will be instructed on fire safety and evacuation procedures. If you would like to be a fire warden, contact your RA in the first week of your arrival.

EARTHQUAKE

In the first instance, 'drop, cover, and hold'. If an evacuation is necessary, follow evacuation procedures quickly and efficiently.

HAZARDOUS SUBSTANCES, FIREARMS, AND WEAPONS

Substances

You are not permitted to use hazardous substances such as chemicals, flammable solvents, resin, spray glue, or spray paints within the hall premises. If you need to use substances of this type for your studies, discuss with the head of hall before using them. Check if your hall has a 'messy projects' room, or use the appropriate facility provided on campus.

Firearms and weapons

Firearms and weapons of any sort (including replicas) are not permitted on hall premises. If found, they will be removed. You may face disciplinary measures and, if necessary, the police may be involved.

GENERAL SAFETY

For safety and security reasons, you are not permitted to:

- throw anything out of, or hang anything from, any window
- tamper with, or remove latches from, any window
- climb on, or over, any external railing
- climb out any window
- use an emergency exit-only door except in an emergency or fire alarm activation.

Any breach of these rules can result in disciplinary action.

ADMINISTRATION

FEES

Deposit

When you returned the Hall Residential Agreement, you were required to make a one-off deposit payment as set out in the Agreement. The deposit comprises the administration fee, half the activities fee, and the bond. The administration fee helps to cover the cost of processing your application.

The activities fee is a contribution towards activities organised by staff for the benefit and enjoyment of residents. This fee is charged in Trimester 1 and Trimester 2 and is non-refundable if you leave your hall before the end of a trimester.

The bond will be refunded to you in accordance with the Agreement, less any amounts for which you are liable.

Accommodation fee

The accommodation fee payable, and the monthly payment amounts, are determined based on your room type, as set out in the Agreement.

Payment method

Payment of the deposit and the instalments must be made through the online portal, at www.wgtn.ac.nz/accom

The sign-in details were provided to you by email.

To access the accommodation portal, you will need to set a password. Go to www.wgtn.ac.nz/accom and type the username (email) you used to apply, and click 'Forgot Password'. You will be emailed a link where you can set a secure password for the portal. If you are unsure of your username, email the accommodation team directly at accommodation@vuw.ac.nz

The online portal allows you to pay securely and instantly by credit card, debit card, and internet banking. If you are using a credit card to pay your accommodation fees, there will be a 1.9 percent transaction fee applied to cover merchant charges.

HELP FOR FINANCIAL ISSUES

Managing money is a skill you can learn and get better at—like any skill, it takes practice and time. Resources are available to provide guidance on your relationship with money.

In the event of unforeseen financial issues, we encourage you to discuss your situation with the head of hall before the due date for payment. Speak to the hall staff about tailoring payment plans to assist with your budgeting. Student finance advisers may also be able to help. You can use student hardship funds towards your accommodation.

While we will endeavour to assist you, we reserve our rights under the Hall Residential Agreement and the handbook in the event of any non-payment.

 www.wgtn.ac.nz/money

NON-PAYMENT OR LATE PAYMENT

If any amount you are required to pay under the Hall Residential Agreement is not paid by the due date, the following will apply.

1. You will be required to pay an additional late payment fee of \$50. If you have discussed your reasons for late payment with us before the due date, we may, at our discretion, waive the late payment fee.
2. You will be required to pay our reasonable debt-collection costs incurred in respect of the outstanding balance.
3. We may withhold your grades or your ability to re-enrol.

CANCELLATION

It is important to know that when you accepted a room in our community, you signed a legally binding agreement that commits you to pay for the room for the term of your contract.

The Hall Residential Agreement contains details about your ability to cancel the Agreement, and your liability if you decide to cancel.

If you are considering cancelling the Agreement, we encourage you to discuss your situation with the head of hall or one of the staff. If you decide to cancel, you must sign into the accommodation portal and complete an application to withdraw, which will be sent to the head of hall. The head of hall will seek approval for your withdrawal from the director of Student and Campus Living.

CONFIDENTIALITY

Staff and residents are expected to treat each other with respect and confidentiality. The University Privacy Notice governs collection, use, storage, and disclosure of your personal information as it relates to your residency at the hall.

However, guarantors can be contacted if payments are outstanding, if a person is responsible for damage or setting off fire alarms, or if a person is being evicted.

We may also contact your emergency contact and/or parents, guardians, or caregivers if we are concerned about your health, safety, or wellbeing.



ALLOCATION OF ROOMS AND RELOCATION

ALLOCATION OF ROOMS

We will notify you of your room type before you arrive at the hall and, on arrival, will allocate you your room. It may be any one of the room types listed below.

Although we will try to place you in your preferred room type, we may not be able to do so.

Room type	Description
Standard single	These single rooms have natural light and residents share bathrooms with other residents on the floor.
Single en-suite room	These single rooms have a private bathroom.
Set room	These rooms have two connected bedrooms that share the same entrance.
Twin room	These rooms have two single beds and residents share bathrooms with other residents on the floor.
Apartment room	The apartment rooms are for two or three people and have two or three separate bedrooms with double beds, living areas, a private en-suite bathroom, and a kitchenette in each apartment.

RELOCATION—YOUR INITIATIVE

You must remain in the room allocated to you for the duration of the Term, unless we agree otherwise.

If you are having issues with your room and would like a change of room, consider these points first.

1. We expect you to remain in your room for a minimum of six weeks after arrival as everyone settles in.
2. We encourage you to discuss the situation with your RA. We will attempt to resolve any conflicts or points of difference before considering a change of room.
3. If, after remaining in your room for six weeks and after discussing the situation with your RA, you would still like a change of room, you may apply in writing to the head of hall for a change of room.
4. Any change of room is at our discretion and will generally require another resident to change rooms.
5. If we are able to offer you another room, you will be required to pay a room-change fee of \$50 when you change room.

RELOCATION—OUR INITIATIVE

In exceptional circumstances, you may be asked to move to another room in the hall, a different room type within the hall, or to a different university hall of residence or other type of accommodation.

LEGAL INFORMATION

HALL RESIDENTIAL AGREEMENT

If you are a resident, you will have entered into a Hall Residential Agreement before taking up accommodation at the hall.

The Hall Residential Agreement binds you for the Term set out in the Agreement, and requires you to read and comply with this handbook.

TERMS

Throughout this handbook, capitalised terms have the meaning attributed to them in the Agreement. When we refer to we/our/us, we mean Te Herenga Waka—Victoria University of Wellington, and when we refer to you/your, we mean the resident.

NOTICES

Written notices under the Hall Residential Agreement can be sent to:



accommodation@vuw.ac.nz



University Accommodation Wellington, Room 201,
Level 2, 2 Waiteata Road, Wellington 6012,
New Zealand

Te Herenga Waka—Victoria University of Wellington,
PO Box 600, Wellington 6140, New Zealand





University Accommodation Wellington

📞 04 463 5896 | ✉ accommodation@vuw.ac.nz | ⓘ www.wgtn.ac.nz/accommodation