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Director's welcome

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, floor decorating competitions, balls, talent quests, clothing swaps, random acts of kindness, study groups community outreach, there are many opportunities to join in. This will help you connect with others, who will be feeling the same anxieties of 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 and 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. That is why our halls are restorative justice communities, part of an institution-wide commitment to becoming a Restorative University.

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 behaviours. We have a focus on building healthy and respectful communities, setting you up well for proceeding years of study and beyond.
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, and 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 Residence Agreement. We will let you know if we update the Handbook.

If there is any inconsistency between this Handbook and the Hall Residence Agreement, the Hall Residence Agreement takes precedence.

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 please, don’t wait until our formal survey, tell us now.

There are suggestion boxes in all halls and our staff are always ready to listen to and respond to your feedback. The starting point if you can’t resolve a matter yourself is to directly speak to a staff member you know, or to approach the reception desk for help.

Participation in a floor meeting 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 local community.

Resident 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.

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.

Complaints would normally be taken verbally by the resident within the hall, 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 central Accommodation Service: email accommodation@vuw.ac.nz or telephone +64 4 463 5896. Please tell us your name, the Hall where you are staying and the issue you have experienced.

If a parent, guardian or guarantor wishes to provide feedback please email the hall directly or contact the central Accommodation Service on email accommodation@vuw.ac.nz. Note that if the matter is of a sensitive nature we may require the permission of the student.

You can also contact the Student Interest and Conflict Resolution office at the University for a confidential conversation or advice, by emailing studentinterest@vuw.ac.nz. This team are available to support students and staff experiencing conflict, or who have a complaint or an
issue with anyone in the Victoria University of Wellington community. If you are not satisfied with the resolution at this stage, you will be provided with details on how to take this further. Students can access an external advocacy service through the student association if desired, information is available on the VUWSA website: https://www.vuwsa.org.nz/advocacy

The Ministry of Education is working on an external complaints procedure for all tertiary accommodation providers arising from the Education (Pastoral Care) Amendment Act 2019. Until this option is finalised, progress can be followed here: http://www.education.govt.nz/further-education/information-for-students/code-of-practice-pastoral-care-domestic-tertiary
Fees

Deposit

When you returned the Hall Residence Agreement, you were required to make a one-off Deposit payment as set out in the Agreement. The Deposit comprises the Administration Fee, 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.

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 Instalments and Instalment Dates, are determined based on the Room Type of your room, as set out as set out in the Hall Residence Agreement. Note the exception below for non-resident guarantors.

Non-resident guarantor

If the Guarantor under the Hall Residence Agreement is not resident in New Zealand:

- the first and second Instalments are payable on the first Instalment Date; and
- the third and fourth Instalments are payable on the third Instalment Date.

Payment method

Payment of the Deposit and the Instalments must be made through the Hall Online Portal, available at https://accommodation.victoria.ac.nz/StarRezPortalX/Login

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

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 1.8 % transaction fee applied to cover merchant charges.

To access the Accommodation Portal, you will first need to set a password. You can do this by visiting the portal here; https://accommodation.victoria.ac.nz/StarRezPortalX/Login, typing the username (email) you used to apply, and clicking Forgot Password. You will then be emailed a link where you can set a secure password for the Accommodation Portal.

If you are unsure of your username, please email the Accommodation Services team directly at accommodation@vuw.ac.nz

Financial issues

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.

The Student Financial Advisory Service may also be able to provide assistance.

While we will endeavour to assist you, we reserve our rights under the Hall Residence Agreement and the Handbook in the event of any non-payment.
Non-payment or late payment

If any amount you are required to pay under the Hall Residence 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 $50.00. 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. A hold may be applied which will mean you will be unable to receive your grades or re-enroll.

Cancellation

The Hall Residence Agreement contains details on your ability to cancel the Agreement, and your liability if you do 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 do decide to cancel, you must provide written notice of cancellation to the Head of Hall who will seek approval from the Director of Student Living.
Behaviour and conduct

Restorative communities

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 in the Halls

Throughout the year, your RA will invite you to participate in dialogue 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 lots of 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.

Restorative ways of 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:

- 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 harms and restore relationships.

Participation in a restorative meeting is entirely voluntary; all affected parties must agree before it goes ahead. When determined 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.

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 to 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 the Student Conduct Statute.

If your conduct at any time amounts to, or may amount to, misconduct under the Student Conduct Statute, we may take disciplinary action against you in accordance with that Statute.
If you are enrolled with a different tertiary education institution, the Schedule to your Residence 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.

**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 these neighbours respectfully: please 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 complaints from Hall neighbours and have an effective process for investigating these and responding to them. If complaints from neighbours have been received, we may take disciplinary action against you.

**Harassment**

The University is committed to providing a living and working environment that is free from harassment. Harassment is unlawful.

Harassment is unwelcome, uninvited behaviour, which can make someone feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. 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 of that person
- 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 Victoria University community and we may take disciplinary action against you if you engage in such conduct.
Facilities

Allocation and relocation of rooms

Allocation of rooms

We will notify you of your Room Type before you arrive at the Hall and, on arrival, allocate you your room.

Your room may be any one of the Room Types listed below. Although we will try and place you in your preferred Room Type, we may not be able to do so.

<table>
<thead>
<tr>
<th>Room type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard single</td>
<td>These single rooms have natural light and residents share bathrooms with other residents on the floor.</td>
</tr>
<tr>
<td>Studio single</td>
<td>These rooms have a private ensuite bathroom and a small kitchenette for making snacks.</td>
</tr>
<tr>
<td>2- and 4-bedroom apartments</td>
<td>These apartments are for two or 4 people and have separate bedrooms with private study are, a common area with kitchen as well as a private ensuite bathroom.</td>
</tr>
<tr>
<td>Set Room</td>
<td>These rooms have two connected bedrooms that share the same exit</td>
</tr>
<tr>
<td>Single apartments</td>
<td>These are purpose-built units with varying number of bedrooms.</td>
</tr>
<tr>
<td>Single ensuite room</td>
<td>Single room with private bathroom</td>
</tr>
</tbody>
</table>

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:

(a) We expect you to remain in your room for a minimum of /six weeks after arrival as everyone settles in.

(b) 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.

(c) 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.

(d) Any change of room is at our discretion and will generally require another resident to change rooms.

(e) 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

The Hall Residence Agreement contains details on our rights to ask you to move to another room in the Hall, a different Room Type within the Hall, to a different University Hall of Residence and/or other type of accommodation.
Furniture and chattels

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

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

Please check with staff before bringing any furniture of your own. Refrigerators, loud speakers, 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 Hall furniture supplied in your room 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 bed linen. You should also consider bringing:

- blu-tack
- cleaning products
- coat hangers
- computer
- desk lamp
- emergency kit (eg, torch, batteries, water, foil blanket, canned food)
- first aid kit
- headphones
- laundry basket and washing powder
- toiletries
- torch
- towels and bath mats.

Equipment Packs
This information is relevant for 222 Willis and University Hall residents only

All apartments are provided with a basic Equipment pack on arrival. The hirage cost per resident ranges from $55 - $140. This is depending on your room type and length of stay.
• Dinner plates
• Dessert bowls
• Side Plates
• Mugs
• Glasses
• Forks
• Knives
• Spoons
• Teaspoons
• Spatula
• Masher*
• Potato peeler
• Large spoon
• Can opener
• Large Knife
• Utility knife
• Grater
• Chopping board
• Wooden spoon
• Fry pan
• Saucepan set 3pc
• Mixing bowls
• Kettle
• Toaster
• Tea towels
• 25L Rubbish bin
• Dish wash brush
• Squeeze Mop*
• Mop Bucket
• Shower Squeegee
• Toilet Roll
• Toilet Brush Plastic
• Dustpan and Brush Set
• Mattress protector

* Studio Apartments do not come with these items

Equipment packs are subject to change

**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.
Prohibited items

The following items are not permitted and may be confiscated:

- bar heaters
- candles
- faulty electrical appliances and appliances that do not have a current electrical test tag
- fridges
- incense
- oil burner
- steam diffuser
- popcorn makers
- toasted sandwich makers or toasters
- firearms and weapons (including replicas)
- food processors, Speakers, sound systems

Pets or animals, including fish, are also prohibited.

Arrival

Room inventory form

You will be asked to complete and return a room inventory form within 48 hours of your arrival. Please 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.

Keys, access cards and security

You will be issued 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.

Please be responsible with your room key and access card. In order to reduce the risk of theft, please:

1. Lock your room whenever you leave it.
2. Do not lend your room key and/or access card to anyone.
3. Keep your access card and room key with you at all times.
4. Report any lost keys or access cards to reception immediately.

Charges apply as follows:

- $30 to replace your access card.
- $90 to replace your room key.
- A $20 charge may apply if a staff member is required to unlock your door or grant access to the Hall during quiet hours.

Meal cards

Meal cards will be issued on arrival, if applicable. They should be treated the same as your room key and access card.

There is a charge to replace your meal card.
Use of rooms

Cooking
If you live in a self-catered studio or apartment, you may use the cooking facilities provided. All studios and apartments have fridges. You are advised to defrost your fridge throughout the year when ice builds up.
All catered residents may only use the kitchenette facilities provided on your floor for making snacks.
All cooking must be attended.

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.
Please 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 tacks, nails, adhesive tape, hooks, etc., 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 IT Services.

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.

Right of entry
We may enter your room including in your absence for the following purposes:
- 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 carry out repair or maintenance
- to conduct room checks
- to deal with any nuisance arising from your room, such as loud music.
If any person requires access to your room, staff will attempt to notify you in advance.
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 friends and relatives, to access your room without your verbal or written permission.

**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.

**Cleaning**

Residents are responsible for cleaning their own rooms and for keeping all common areas as tidy as possible. In studio rooms, 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 hall buildings. Residents are responsible for keeping their own common room benches clean and clear. Residents are responsible for common room dishes.

For catered halls, please let reception know if supplies such as toilet paper, paper towels and soap in common bathrooms 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, studio or apartment, you will need to work out a roster for weekly cleaning. You may approach an RA for assistance with this.

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/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.

**Damage**

**Individual liability**

The Hall Residence 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; and
• keep your room in the condition it was in at the Start Date (fair wear and tear excepted).

Examples of costs 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 Residence Agreement, if, due to damage of any kind, any cleaning, repair or maintenance (including replacement) is required to the Facilities and responsibility cannot be attributed to individual residents, you will be liable for a pro-rata share of the cost of such cleaning, damage or maintenance, as determined by us.

Maintenance

If you notice anything in your room or any other part of the Hall that needs repairing, please log a maintenance request through the Online Portal.

If you have any problems with pests, such as ants, cockroaches, etc., let Hall reception know.

Please see the staff if your problem remains unattended.

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 staff member rooms
• RAs’ rooms
• the kitchen
• the basement
• any plant or service areas
• the roof, ledges, and balconies.

Departure

Under the Hall Residence 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 at the Start Date (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 the following process on departure:

1 Towards the end of the Term, you will receive a set of departure forms, consisting of:
   • departure letter
   • cleaning checklist
   • departure bank details form.

   If these forms are misplaced, please come to reception for replacements.
2  The forms above must be returned to reception by the date specified on the forms.
3  On leaving the Hall, you are required to hand in:
   - your room key
   - your access card
   - your cleaning checklist, signed off by staff.

If you do not return all of these items, there may be a delay in processing your Bond refund.
General policies and rules

Academic assistance

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 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 the lectures, tutorials and laboratory sessions for which they are enrolled.

Catering (catered Halls only)

If you have any special dietary requirements, please advise us before you arrive to ensure that appropriate arrangements can be made.

All meals are provided within the dining room. If you are unwell, please 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. Packed lunches and late dinners can be arranged in advance.

Meal times are an excellent opportunity to socialise within the community. If you have any feedback on meals, we encourage you to direct your comments to your hall staff.

Dining room rules

1. Treat all catering staff and facilities with respect.
2. The kitchen is out of bounds.
3. Dining is a privilege for residents only. Guests are not permitted in the dining room under any circumstances.
4. A reasonable standard of dress, appropriate to eating in a public place, must be worn in the dining room.
5. Footwear must be worn at all times.
6. Throwing food is strictly prohibited.
7. When you have finished eating, return all crockery, cutlery, and any leftover food to the collection area.
8. Food, except packed lunches, cutlery and crockery supplied by the Hall must not be taken from the dining room.

Guests

As the hall is your home, guests are welcome at the Hall provided that 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 out of 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. Remember that you are fully responsible for your guests’ actions while they are at the Hall. If your guest causes any damage, you will 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 only have 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 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 Halls discretion and may involve consulting with the underage person’s parent or guardian.

**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:

1. 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.
2. If you want to listen to loud music, you must wear headphones.
3. Loud conversation in the corridors is particularly disruptive to residents trying to sleep or study.
4. Be mindful and respectful of all neighbours including those in the wider community.
5. 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.

1. Quiet hours are from 10:00pm until 8:00am daily, 8:00pm until 8:00am during exam periods.
2. During quiet hours, no noise should be heard at all from your room or apartment or common areas. This policy is strictly enforced.
3. No excessive noise should be heard at any time from your room or apartment.
4. During examination times, quiet hours will be extended, and you will be notified.
5. Quiet hours may change at any time of the year. This is usually in conjunction with study and examination periods but is not limited to these times. We will notify you of any changes.
6. Staff may require that guests who do not respect quiet hours will be required to 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, contact the RA on duty.

**Alcohol, smoking, vaping and drugs**

**Alcohol**

Te Herenga Waka – Victoria University of Wellington encourages and promotes a sensible and responsible attitude towards alcohol. As an adult, we respect your decision to drink alcohol, however we ask that you are mindful of your health, safety and wellbeing, and that of those around you. The consumption of alcohol is one of the main factors that contributes to disorderly behaviour and noise. We expect you to be responsible for your behaviour surrounding alcohol, and as a resident you agree to abide by the following alcohol rules:

1. 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 over, reasonable consumption of alcohol in your room with another resident or two is allowed, provided that noise and/or damage is not a problem and no alcohol ban is in place.

If excessive noise can be heard at any time from outside your room, and alcohol is involved, then your gathering could be closed down.

Adhere to our alcohol limits:
- one standard 750ml bottle of wine, or
- six cans of beer, or
- four RTD cans.

Any breach of the alcohol limits will lead to immediate removal and disposal of the alcohol.

No glass alcohol bottles, except standard wine bottles, are permitted. No glass beer bottles or spirits are permitted at any time.

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

No alcohol can be consumed in public areas including common rooms, hallways, bathrooms, cinema lounges, the dining room, laundry, fitness studio, foyer, any outdoor areas on Hall premises, and any other common space. Open drinks in these areas will be confiscated and disposed of.

No alcohol can be stored in common space refrigerators or freezers and may be removed and disposed of.

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

You may not have or use any equipment at that encourages excessive or unhealthy drinking, including but not limited to kegs, funnels, home brewing equipment or paraphernalia associated with drinking games.

Drinking games are not permitted on Hall premises.

Material that promotes alcohol or alcohol-related events may not be displayed or distributed and will be removed.

The alcohol policy was reviewed at the end of 2019, as a result of the review during 2020 some halls will trial allowing residents to bring limited alcohol for personal consumption to a small number of specified events in their own hall. Any updates to alcohol rules will be communicated to residents during 2020.

### Smoking/Vaping

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

### Drugs: marijuana and other illegal substances

It is forbidden to possess, use, and/or distribute marijuana and other illegal substances. Residents discovered using, in possession of, or selling such substances will face disciplinary action. In addition, we may notify the Police.

You are responsible for what happens in your room. If there are signs of drugs having been used in your room, you will face disciplinary action. Do not allow anybody to use drugs in your room.

Please inform an RA or office staff immediately if you suspect drugs are being used in the Hall. Paraphernalia associated with drugs is not permitted in the Hall and may be confiscated. Further investigation will occur, and any confiscated items will not be returned.
Party pills and herbal highs
Although deemed legal, party pills and herbal highs may not be possessed, used and/or distributed on Hall premises. The Hall chooses not to have them on site.

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.

In addition, guarantors can also be contacted if payments are outstanding, if a person is responsible for damage or setting off fire alarms, and 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.

Parents and caregivers’ engagement
We encourage self-reliance and personal growth of our residents. As a resident, your son or daughter is responsible for their own academic and personal choices.

Arrival and payment information is only sent to the resident. 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 Financial Support and Advice Service for help with budgeting and becoming financially independent.

Caregivers are welcome to share any feedback, but the Hall will always contact the resident directly should the need arise.

Support for residents
We acknowledge that students and parents/caregivers alike can struggle a bit 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 as residents in their chosen Hall, with access to Residential Assistants or Advisors, a Residential Life Manager or 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.

Support for parents and caregivers
The main advice we can give parents and caregivers is to keep lines of communication open with your daughter or son. Continue to have frank and open conversations about all areas of their lives, especially as they head into this next stage, and support their choices.

While your first instinct may be to want to find out more about your son or daughter’s situation, especially if they mention something that they are not happy about, most things get resolved as part of everyday Hall life.

Rather, you can encourage them to get involved in Hall and University activities and suggest they talk through any concerns with Hall or University staff. Make sure you are aware of the services available so that you can direct your son or daughter if they indicate they need some help.

Planning for breaks during the year, keeping in touch through phone and Skype and sending surprise care packages are also important.
Depending on your situation, you may want to limit contact in the first week or two to check-in texts so that everyone has a chance to settle in to their new routine.

The University will send you regular newsletter with updates from halls and around the University so that you can stay engaged with your young adult.

**Photographs and student ID**

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

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

**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.

Please be respectful of other users of your Hall’s social media accounts. Residents must not post anything that may be considered as discriminatory or harmful against, or bullying or harassment of, any individual on any social media platforms. 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; and
- posting images that are discriminatory or offensive, or linking to such content.

Hall management reserves the right to delete any post that may cause offence and could be detrimental to the Hall community.

**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.
Health and safety

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

Health

If you are sick, or know another resident who 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 which will be provided to you.

All acute illnesses must be reported to Hall staff immediately.

If you are enrolled as a Victoria University of Wellington student contact Victoria Student Health to enrol or make an appointment on 04 463 5308.

Immunisations/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, Rubella (MMR), Meningococcal ACWY and Pertussis (Whooping Cough).

The Varicella immunisation is also recommended for students who have not had chickenpox the disease or 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 Measles, Mumps and Rubella (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, ideally during Orientation Week. To book an appointment with Student Health, call +64 4 463 5308 or visit the Mauri Ora or Te Taunaki reception.

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.

1 Visitors and overnight guests in any building must sign the overnight guest register at reception/RA Corner.

2 You are not permitted to burn anything in your room or apartment - incense, candles, cigarettes, E-cigarettes, vapes, tobacco, matches, or lighters. These items will be confiscated if found in use.

3 You are not permitted to hang anything from sprinkler pipes or fittings and must keep the area around sprinklers and smoke detectors clear.

4 All electrical appliances e.g. straighteners, hair dryers, electric blankets must have a current safety check test tag and be in good working condition & order."
5 Cooking is only permitted in kitc{}henettes spaces. Cooking equipment such as hot plates, rice cookers, electric woks, toasters, panini machines and frypans are not permitted in rooms or in communal spaces.

6 Barbeque 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.

7 Residents will be required to pay any charge imposed by Fire and Emergency New Zealand 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 charges to fix or reset systems will be charged.

**Fire evacuation procedures**

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.
5. If the smoke detector in your room activates, find out the cause as quickly as possible and activate the fire alarm if necessary.

**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, please contact your RA in the first week of your arrival.

**Earthquake**

In the first instance, ‘Drop, cover and hold’. Then, when instructed by Hall staff, follow evacuation procedures quickly and efficiently.

**Hazardous materials, firearms and weapons**

**Substances**

You are not permitted to use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents within the Hall premises. If you need to use substances of this type for your studies, please 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, it is not permitted to:

1. Throw anything out of, or hang anything from, any window.
2. Tamper with, or remove latches from, any window.
3. Climb on, or over, any external railing.
5. Use an emergency exit only door outside of an emergency or fire alarm activation.

Any breach of these rules can result in disciplinary action.
Legal

Hall Residence Agreement
If you are a Resident, you will have entered into a Hall Residence Agreement prior to taking up accommodation at the Hall.
The Hall Residence 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 Victoria University of Wellington, and when we refer to you/your, we mean the Resident.

Notices
Written notices under the Hall Residence Agreement can be sent to:

Email: accommodation@vuw.ac.nz
Address: University Accommodation, 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

Disclaimer
To the maximum extent permitted by law, Te Herenga Waka – Victoria University of Wellington will not be liable for any loss suffered by any person due to reliance on the information contained in this Handbook, whether direct or indirect, and whether foreseeable or unforeseeable.