2021
Student Hall Handbook
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## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Director's welcome</td>
<td>2</td>
</tr>
<tr>
<td>Hall duty phone numbers</td>
<td>3</td>
</tr>
<tr>
<td>Snapshot: Living in our community</td>
<td>4</td>
</tr>
<tr>
<td>Student hall handbook</td>
<td>5</td>
</tr>
<tr>
<td>Hall events</td>
<td>5</td>
</tr>
<tr>
<td>Feedback options</td>
<td>6</td>
</tr>
<tr>
<td>Fees</td>
<td>7</td>
</tr>
<tr>
<td>Deposit</td>
<td>7</td>
</tr>
<tr>
<td>Accommodation fee</td>
<td>7</td>
</tr>
<tr>
<td>Payment method</td>
<td>7</td>
</tr>
<tr>
<td>Financial issues</td>
<td>7</td>
</tr>
<tr>
<td>Non-payment or late payment</td>
<td>7</td>
</tr>
<tr>
<td>Cancellation</td>
<td>7</td>
</tr>
<tr>
<td>Parents' and caregivers' engagement</td>
<td>8</td>
</tr>
<tr>
<td>Support for residents</td>
<td>8</td>
</tr>
<tr>
<td>Support for parents and caregivers</td>
<td>8</td>
</tr>
<tr>
<td>Behaviour and conduct</td>
<td>9</td>
</tr>
<tr>
<td>Restorative communities</td>
<td>9</td>
</tr>
<tr>
<td>Restorative circles</td>
<td>9</td>
</tr>
<tr>
<td>Addressing conflict and rule-breaking</td>
<td>9</td>
</tr>
<tr>
<td>Misconduct</td>
<td>9</td>
</tr>
<tr>
<td>Being a good neighbour</td>
<td>9</td>
</tr>
<tr>
<td>Harassment</td>
<td>9</td>
</tr>
<tr>
<td>Reporting sexually harmful behaviour</td>
<td>10</td>
</tr>
<tr>
<td>Facilities</td>
<td>11</td>
</tr>
<tr>
<td>Allocation and relocation of rooms</td>
<td>11</td>
</tr>
<tr>
<td>Allocation of rooms</td>
<td>11</td>
</tr>
<tr>
<td>Relocation—your initiative</td>
<td>11</td>
</tr>
<tr>
<td>Relocation—our initiative</td>
<td>11</td>
</tr>
<tr>
<td>Furniture and chattels</td>
<td>11</td>
</tr>
<tr>
<td>Supplied items</td>
<td>11</td>
</tr>
<tr>
<td>Recommended items</td>
<td>11</td>
</tr>
<tr>
<td>Prohibited items</td>
<td>12</td>
</tr>
<tr>
<td>Equipment packs</td>
<td>12</td>
</tr>
<tr>
<td>Insurance</td>
<td>12</td>
</tr>
<tr>
<td>Arrival</td>
<td>12</td>
</tr>
<tr>
<td>Room inventory form</td>
<td>12</td>
</tr>
<tr>
<td>Keys, access cards, and security</td>
<td>12</td>
</tr>
<tr>
<td>Use of rooms</td>
<td>12</td>
</tr>
<tr>
<td>Cooking</td>
<td>12</td>
</tr>
<tr>
<td>Electricity and energy use</td>
<td>13</td>
</tr>
<tr>
<td>Posters and decorations in rooms</td>
<td>13</td>
</tr>
<tr>
<td>Internet access</td>
<td>13</td>
</tr>
<tr>
<td>Study and trimester breaks</td>
<td>13</td>
</tr>
<tr>
<td>Right of entry</td>
<td>13</td>
</tr>
<tr>
<td>Use of facilities</td>
<td>13</td>
</tr>
<tr>
<td>Cleaning</td>
<td>13</td>
</tr>
<tr>
<td>Damage</td>
<td>14</td>
</tr>
<tr>
<td>Individual liability</td>
<td>14</td>
</tr>
<tr>
<td>Joint liability</td>
<td>14</td>
</tr>
<tr>
<td>Maintenance</td>
<td>14</td>
</tr>
<tr>
<td>Out-of-bounds areas</td>
<td>14</td>
</tr>
<tr>
<td>Departure</td>
<td>14</td>
</tr>
<tr>
<td>General policies and rules</td>
<td>15</td>
</tr>
<tr>
<td>Academic focus</td>
<td>15</td>
</tr>
<tr>
<td>Catering (catered halls only)</td>
<td>15</td>
</tr>
<tr>
<td>Dining room rules</td>
<td>15</td>
</tr>
<tr>
<td>Guests</td>
<td>15</td>
</tr>
<tr>
<td>Noise</td>
<td>15</td>
</tr>
<tr>
<td>Quiet hours</td>
<td>16</td>
</tr>
<tr>
<td>Noisy neighbours</td>
<td>16</td>
</tr>
<tr>
<td>Alcohol, smoking, vaping, and drugs</td>
<td>16</td>
</tr>
<tr>
<td>Alcohol consumption in the hall</td>
<td>16</td>
</tr>
<tr>
<td>Responsibility for guests</td>
<td>16</td>
</tr>
<tr>
<td>Alcohol-free areas</td>
<td>16</td>
</tr>
<tr>
<td>Alcohol-free periods</td>
<td>16</td>
</tr>
<tr>
<td>Smoking or vaping</td>
<td>17</td>
</tr>
<tr>
<td>Drugs: Marijuana and other illegal substances</td>
<td>17</td>
</tr>
<tr>
<td>Party pills and herbal highs</td>
<td>17</td>
</tr>
<tr>
<td>Confidentiality</td>
<td>17</td>
</tr>
<tr>
<td>Photographs and ID</td>
<td>17</td>
</tr>
<tr>
<td>Social media</td>
<td>17</td>
</tr>
<tr>
<td>Permission of others</td>
<td>17</td>
</tr>
<tr>
<td>Health and safety</td>
<td>18</td>
</tr>
<tr>
<td>Health and wellbeing</td>
<td>18</td>
</tr>
<tr>
<td>Immunisations/vaccinations</td>
<td>18</td>
</tr>
<tr>
<td>Fire safety</td>
<td>18</td>
</tr>
<tr>
<td>Fire alarms</td>
<td>18</td>
</tr>
<tr>
<td>Fire evacuation procedures</td>
<td>18</td>
</tr>
<tr>
<td>Fire wardens</td>
<td>19</td>
</tr>
<tr>
<td>Earthquake</td>
<td>19</td>
</tr>
<tr>
<td>Hazardous substances, firearms, and weapons</td>
<td>19</td>
</tr>
<tr>
<td>Substances</td>
<td>19</td>
</tr>
<tr>
<td>Firearms and weapons</td>
<td>19</td>
</tr>
<tr>
<td>General safety</td>
<td>19</td>
</tr>
<tr>
<td>Legal</td>
<td>19</td>
</tr>
<tr>
<td>Hall Residence Agreement</td>
<td>19</td>
</tr>
<tr>
<td>Terms</td>
<td>19</td>
</tr>
<tr>
<td>Notices</td>
<td>19</td>
</tr>
</tbody>
</table>
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. 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 behaviour. We have a focus on building healthy and respectful communities, setting you up well for the proceeding years of study and beyond.

I wish you a successful year.

Ngā mihi nui,

Rainsforth Dix
Director Student and Campus Living
HALL DUTY
PHONE NUMBERS

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, dial 111 to speed up the response.

- Boulcott Hall: +64 21 285 4743
- Capital Hall: +64 22 563 3720
- Cumberland House: +64 27 563 4770
- Education House: +64 27 522 9098
- Joan Stevens Hall: +64 21 966 834
- Katharine Jermyn Hall: +64 22 563 9080
- University Hall: 0800 864 4255
- Weir House: +64 27 563 3770

IN AN EMERGENCY DIAL 111

In an emergency, dial 111
Need to talk? Text or dial 1737
Te Haika—Mental Health Crisis Contact Centre
0800 745 477
Healthline 0800 611 116
COVID-19 Healthline 0800 358 5453

If you need support, you can always talk to a staff member or one of our student support coordinators.
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 this handbook, but here are some key things to remember about living in our community.

**SNAPSHOT: 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.

**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. Don’t forget to lock your door.

**NOISE**
Sleep is important for study and wellbeing. Respect your neighbours and our quiet hours—see noise section 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.

**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 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.
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 codes for international and domestic students 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 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.

**HALL EVENTS**

Your activity fee goes towards events in the hall and inter-hall events throughout the year. 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. We encourage you to participate in as many events as possible—this is a great way to meet new people and connect with people across our hall community.
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.

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 speak directly to a staff member you know, or to approach the reception desk for help.

Participation in our regular floor meetings 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.

Residents’ committees in all halls enable topical matters that affect a wider group of residents to be raised and resolved quickly, 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 residential adviser (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 are normally taken verbally from residents 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 accommodation team at accommodation@vuw.ac.nz or telephone +64 4 463 5896. 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, they should email the hall directly or University Accommodation Wellington at accommodation@vuw.ac.nz

Note that if the matter is sensitive, we may require the permission of the student before we can discuss it.

You can also email studentinterest@vuw.ac.nz, the Student Interest and Conflict Resolution office at the University, 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

If you are unable to resolve your complaint with the University, you can make a complaint to the Tertiary Education Commission (TEC) by calling their complaints helpline on 0800 601 302 or emailing complaints@tec.govt.nz

More information about the TEC’s complaints process can be found online at www.tec.govt.nz
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. 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 hall online portal, at https://accommodation.vuw.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 1.9 percent transaction fee applied to cover merchant charges.

To access the accommodation portal, you will need to set a password. Go to https://accommodation.vuw.ac.nz/StarRezPortalX/Login 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 accommodation portal.

If you are unsure of your username, email the accommodation 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.

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 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. 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-enrol.

CANCELLATION
The Hall Residence 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 your 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.
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.

Arrival and payment information is sent only 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 student finance advisers 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 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 hall, with access to residential advisers, a residential life manager, 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.

SUPPORT FOR PARENTS AND CAREGIVERS

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.

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, most things get resolved as part of everyday hall life.

Parents and caregivers can encourage the student 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 young adult, and so they understand the peaks and flows of student life.
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

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.

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

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 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 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

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

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

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<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 en suite bathroom and a small kitchenette.</td>
</tr>
<tr>
<td>2–11 bedroom houses</td>
<td>These houses are for two to 11 people and have separate bedrooms with private study areas, a common area with a kitchen, and shared bathroom facilities.</td>
</tr>
<tr>
<td>Set room</td>
<td>These rooms have two connected bedrooms that share the same exit.</td>
</tr>
<tr>
<td>Single en suite room</td>
<td>These single rooms have a private bathroom.</td>
</tr>
<tr>
<td>Twin room</td>
<td>These rooms have two single beds and residents share bathrooms with other residents on the floor.</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, 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
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, or to a different university hall of residence or other type of accommodation.

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 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 (e.g., torch, batteries, portable power bank, water, foil blanket, canned food and non-perishable food, face masks—reusable or a supply of disposable masks)
headphones
laundry basket and washing powder
small first aid kit
toiletries
torch
towels and bathmats.

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
- firearms and weapons (including replicas)
- food processors, speakers, or sound systems
- fridges
- incense
- oil burners
- popcorn makers
- steam diffusers
- toasted sandwich makers or toasters.

Pets or animals, including fish, are also prohibited.

Equipment packs
This information is relevant only for residents of University Hall.

All flats are provided with a basic equipment pack on arrival. The hireage cost per resident ranges from $55–$140. This is dependent on your room type and length of stay.

- Crockery
- Cutlery
- Dish wash brush
- Dustpan and brush set
- Frying pan
- Kettle
- Kitchen utensils and chopping board
- Mattress protector
- Rubbish bin
- Saucepans
- Squeeze mop and bucket
- Tea towels
- Toaster
- Toilet brush

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. Be mindful of securing your personal property and items of value.

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 your accommodation portal on your mobile phone.

Room inventory form
You will be asked to complete and return a room inventory 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.

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.

Be responsible with your room key and access card.

To reduce the risk of theft:
1. Lock your room whenever you leave it.
2. Do not lend your room key 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:
- $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 (see page 15).

USE OF ROOMS
Cooking
If you live in a self-catered studio or flat, you may use the cooking facilities provided. All studios and flats have fridges. You are advised to defrost your freezer 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.

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 Digital Solutions.

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 repairs 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 and flats, residents are responsible for cleaning their own bathrooms, kitchenettes, and living areas, and for providing their own cleaning products and toilet paper.

Caters 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.

For catered halls, 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 flat, 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, 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.
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
- keep your room in the condition it was when you arrived (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, log a maintenance request through the online portal.

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

See the staff if your problem remains unresolved.

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:
- staff members’ 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 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 forms are misplaced, 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 room checklist, signed off by staff.

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

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. An 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.

CATERING (catered halls only)
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.

Dining room rules
1. Sanitise your hands upon entry to the dining room.
2. Always swipe/scan for 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.

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. Remember that 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.

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 No excessive noise should be heard at any time from your room or apartment.

2 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.

3 During quiet hours, no noise should be heard at all from your room or apartment or common areas. This policy is strictly enforced.

4 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.

5 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.

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.

We have laid out the following policy 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/or damage is not a problem and the hall is not observing an alcohol-free period (e.g., during exams).
You can drink alcohol and gather in designated common areas or for specific events as advised by your hall. 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 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 beer bottles 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 and 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 (e.g., posters or advertising, etc.) 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 traveling 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:
- www.alcohol.org.nz
- www.drinkaware.co.uk
- https://hellosundaymorning.org
- www.wgtn.ac.nz/student-health-counselling/resources

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 in the building, smoking materials will be confiscated and disciplinary measures will follow.

Drugs: Marijuana and other illegal substances
Note: This section may be reviewed in 2021 pending the outcome of the Cannabis Legalisation and Control Bill.

It is forbidden to possess, use, 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 being used in your room, you will face disciplinary action. Do not allow anybody to use drugs in your room.

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, or distributed on hall premises. The hall chooses not to have them on site.

PHOTOGRAPHS AND ID
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.

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 as 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 on 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.
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.

HEALTH AND WELLBEING

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 (government advice is to stay home if unwell).

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 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 Student Health to enrol or make an appointment on +64 4 463 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 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 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, and electric blankets) must have a current safety check test tag and be in good working condition and order.
5. Cooking is permitted only in kitchenette 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. 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.
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, 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 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, 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:
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
4. climb out any window
5. use an emergency exit-only door except in an emergency or fire alarm activation.

Any breach of these rules can result in disciplinary action.

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**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 Te Herenga Waka—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:

- 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