Mission statement: To have an accessible, collaborative, adaptable living and learning environment.

Vision statement: To be a diverse, responsive and inclusive community of residents.
### STUDENT HANDBOOK

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MEET THE STAFF

Heads of Hall
Helen Lowry has two Heads of Hall who live on site with their family. Charlotte works at the hall and deals with most matters operational, finance, and residential. Michael works off site during the day but there to support the Hall community as and when required.

Office Manager
The Office Manager is also the Residential Life Manager. This person is in charge of handling matters when they first come up and pass along to the Residential Assistants and Head of Hall depending on the situation. They manage the day to day running of the office and often the first voice or smiling face one receives when contacting the Hall.

Residential Assistants
Residential Assistants (RAs) are appointed each year from within the Hall as a senior resident responsible for different areas in the Hall. These might be the different houses or the different aspects of Hall life such as activities, events, academic support, community engagement and general resident wellbeing. They are there for residents if you have any questions or just need someone to talk with.

The Treasurer
Helen Lowry has a treasurer that comes in a few times a week to work with the books.

Caterers
The Alliance Team are contracted for the first and second trimesters.

Contact information
Email: hlh@hlh.org.nz
Phone: 04 4767698
RA/Emergency Phone: 027 2402766
Website: helenlowryhall.org.nz
Address: 19 Blakey Ave
          Karori
          Wellington
          6012
Office hours: Monday-Friday 9am-5pm
RA Office hours: Monday -Friday, 5.30pm-6pm, 6.45pm-7.30pm
          Saturday-Sunday 12pm-12.30pm, 5.30pm-6pm, 6.45pm-7.30pm
2 SUMMARY OF RULES AND GUIDELINES

Our mission is to provide an accessible, collaborative learning environment with a diverse and inclusive community. Our Vision is to be a diverse, responsive and inclusive community of residents.

With this in mind the principles underpinning the rules and guidelines are:

- all members of the community are encouraged to take collective responsibility and accountability for the supportive and harmonious atmosphere at the Hall.
- residents will conduct themselves in ways that will bring credit to themselves, the University and the Hall.
- residents are expected to show consideration towards other residents, neighbours, their property and the wider community.
- Residents are expected to behave in accordance with the VUW Student Conduct Statute’s core ethical values of respect and responsibility, fairness, integrity and empathy.

CONDITIONS AND PAYMENTS

- Accepting a place means that the resident has read through and understood this Handbook and Policies and Procedures Guide, returned the contract, paid the deposit and agreed to financially commit to the full length of contract.
- Fees must be paid on time and in full.
- Late call out fees of $35 will be applied to late call outs to the Residential Assistants outside of reasonable work hours. This will be waived if a medical emergency.

COMMUNITY STANDARDS

- Treat others with respect, any abusive behaviour (such as physical, sexual, racial or psychological harassment) is not tolerated.
- Quiet hours are 9.30pm-7.30am. Keep noise to a minimum, especially at night. Stereos and computers are welcome but should not be heard from outside your room. Televisions are not permitted in residents’ rooms. The use of headphones are encouraged.
- No smoking or vaping anywhere on site.
- Residents are to take responsibility for any breakages caused by them or their guests.
- Those in shared rooms are to have guests stay the night only with the permission of their roommate. No partners can stay the night and no guests of a different sex.
- No drugs are to be taken or stored on site.
- Personal items are not to be left in public areas.
- You must sign up to use the shuttle, do not take other people’s spots.
- Residents are to clean their own rooms and keep public areas tidy.
- The Hall policy prohibits bulk quantities, manufacturing of alcohol and drinking alcohol in the public areas or grounds. The Hall expects a mature attitude towards the consumption of alcohol.
- Gatherings of more than two people with alcohol require a contract from staff. These contracts are not available at certain times of the year (including orientation, exam and study weeks).
DISCIPLINARY PROCEDURES

- Helen Lowry is a restorative community. Residents are to take responsibility for their actions and impacts they have on other residents. Where possible issues will be resolved in a way to restore balance to the community.

- Where not possible the Heads of Hall will follow the guidelines of the VUW Student Conduct Statute procedure.

ROOM ACCESS

- Staff will give residents 24 hours notice before entering a room, unless a resident’s health and wellbeing is at risk, a door is open and a violation of VUW Student Conduct Statute or Hall policy is being breached, or a maintenance form has been handed in giving the relevant persons permission to do any repairs.

RESIDENT’S ROOMS

- The Hall will do its best to place residents in their preferred room types, where not possible it is at the Hall’s discretion to place residents in another room type

- Residents are to clean their own rooms

- Residents are not to have cooking appliances (including rice cookers), extra heaters, irons, large stereos or TVs in their rooms

- Residents are to make sure they have their own insurance

- A room inventory form must be signed at the start of residency. Any changes between the inventory being signed and the end of contract will be charged on unless accidental or office was notified during the year.

CONFIDENTIALITY

- The Hall works directly with the resident, any information will not be given to outside parties, including parents, unless an emergency or permission is given.

SAFETY

- No bikes, surfboards, large sports gear or extra furniture are to be stored in the hallways or bedrooms. (Storage is available for these items.)

- Streetwear (not bed wear) is required in the dining room and lounge. Shoes must be worn in the dining area and servery.

- Make sure your smoke alarm is functioning at all times

- Candles, incense, oil burners, firearms, weapons and fireworks are not permitted.

- Safety equipment must not be tampered with.

- Guests are the resident’s responsibility. All guests must be signed in and accompanied by a resident. Any guest under the age of 17 must have parental/guardian’s permission to stay overnight.

- It will assumed that if guests are in the dining room, they are eating and they will be charged for a meal. Meals may not be taken out of the dining room.

- Heaters are provided. Residents are not permitted to bring any other heaters into the Hall.
3 CONDITIONS AND PAYMENTS

3.1 ACCEPTING A PLACE

To accept a place at Helen Lowry Hall means that you have:

- Read through the Handbook and Policies and Procedures Guide and have agreed to the terms.
- Returned your contract for the specified length and understood that you have financially committed yourself to this period, and paid the deposit. The deposit is $500 and consists of $200 activities fee and $100 admin fee which are non-refundable. And $200 bond which is held throughout residency and refunded up to six weeks after end of contract less any fee owed or damages and replacements.

3.2 PAYING YOUR FEES

All invoices are emailed in advance to the resident and it is their responsibility to manage all payments. The resident is then able to send these through to their financial guarantor if needed. Receipts in the form of statements are issued only on request.

Board is due in two instalments and is payable in advance by the due dates listed below. Parents or guardians living in New Zealand can be a Financial Guarantor and then payments can be made quarterly. Board cannot be paid weekly. International students and students without a financial guarantor are required to pay the full trimester.

It is the resident’s responsibility to make sure that they pay the fees on time. If you have a problem paying you must call at the office before the payment is due to discuss this. Failure to pay on time or communicate with the office as to why it is late will result in a $100 late payment fee each month, if payment continues to be late and all attempts by the office to communicate go ignored the Head of Hall will contact the financial guarantor and could result in restrictions being placed on residents enrolment.

Any debt collection fees will be at the cost of the resident.

Payment methods are: Cheque, Eftpos, Visa/MasterCard (surcharge of 3% applies), direct credit, or internet banking (acc # 02-0500-0024754-000 BNZ Wellington). A $15 fee is applied to international bank transfers at start and end of each transaction so there may be another fee when you arrive. Cash is not accepted for large payments.

If the Term of your Hall Residence Agreement is for the first trimester only, the Accommodation Fee will be an additional 10%.

3.3 DEPOSIT RETURN

If you decide not to take your place at Helen Lowry Hall you need to let us know six weeks before contract is due to start otherwise you will forfeit your bond. If you let the Hall know before the six weeks cut off you will be refunded your deposit less the $100 admin fee.

3.4 RELEASE FROM RESIDENTIAL CONTRACT

All accommodation contracts are fixed term, which means that residents are financially liable for their contract. If you are an exchange student wanting to come for only one trimester you will need to apply for this from the start.

Any resident wishing to leave, or is evicted, before the end of contract is responsible for the fees until the end of contract unless a suitable replacement acceptable to the Hall is found. Residents wishing to leave early can apply to leave through the office by filling out the Application to Leave Form. There may be exceptional circumstances where a resident needs to leave the Hall, in this case their application will be reviewed by the Board and a refund of fees may be given should the resident meet the criteria. This permission to leave granted by the Board will be subject to six weeks notice to enable the Hall to find a suitable replacement.

Residents who leave the Hall prior to the end of the Residency term will be replaced in the order of their Application to Leave being received. Consequently the occupation of the room vacated by a resident does not mean that you have been replaced in the Hall.

The resident needs to return their key on the day they leave and are not allowed access back to that room.

A penalty of $200 will be charged for early withdrawal.
4 COMMUNITY STANDARDS

4.1 HARRASSMENT AND BULLYING

Helen Lowry Hall is committed to providing a living and working environment which is free from harassment.

Harassment amounts to discriminatory behaviour under both the Human Rights Act and the Employment Contracts Act 1991.

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. This is also the view taken by the law. It also extends to social networks websites such as Facebook and Twitter.

Harassment includes, but is not limited to:

- Unwanted comments about a person’s religious or political beliefs
- Unwanted name calling
- Jokes, suggestive comments or offensive gestures and/or language related to a person’s disability, religious conviction, ethnic or sexual characteristics
- Distribution or display of material regarded as offensive
- Persistent questions about a person’s private life
- Demands for sexual favours, either directly or by implication
- Unwanted and deliberate physical contact
- Indecent assault or other criminal offences
- Damage to personal items on doors

Bullying is repeated, offensive, abusive, intimidating, insulting or unreasonable behaviour directed towards an individual or a group, which makes the recipient(s) feel threatened, humiliated or vulnerable.

Bullying can be a form of harassment and can cause an individual to suffer negative physical and mental effects.

Bullying can take the form of physical, verbal and non-verbal conduct. As with harassment, there are many examples of bullying, which can include:

- abusive, insulting or offensive language or comments
- unjustified criticism or complaints
- physical or emotional threats
- deliberate exclusion from workplace activities
- the spreading of misinformation or malicious rumours
- the denial of access to information, supervision or resources such that it has a detrimental impact on the individual or group

Harassment and bullying of any resident is unacceptable behaviour and Helen Lowry Hall will not tolerate it under any circumstances. The Heads of Hall, Residential Assistants and other supervisors of residents are required to ensure that all residents are treated fairly and equitably, including not being subject to sexual harassment. They are also required complaints and witnesses are not victimised in any way. If, at any time, your conduct breaches the Student Conduct Statute, we may impose any disciplinary action or penalty available under the Statute.

For the Staff to be able to act on any inappropriate behaviour we ask that students be mature and come and speak with us. If Residents don’t talk directly with the staff it becomes a lot harder to solve. These examples are not exhaustive and disciplinary action at the appropriate level will be taken against employees committing any form of harassment or bullying.
4.2 **NOISE**

Quiet hours start at 9.30pm-7.30am, this is every day of the week and not extended over the weekend nights. Noise is a common issue when living in a community, please be respectful of those in your areas and houses that you may be walking passed during quiet hours, especially those in houses not part of the Hall.

We ask that residents attempt to deal with noise themselves asking neighbours politely if they can turn down the noise during quiet hours. If the noisy resident refuses to turn down the noise, you do not feel able to confront the noise maker or it is a repetitive occurrence please contact the RA on duty. Staff will ask any noisy group in any part of the Hall (including bedrooms) to disperse after quiet hours.

4.3 **SMOKING**

Helen Lowry is a smoke free environment, there is to be no smoking or vaping on site. Should a resident wish to smoke they must go down the road, and not loiter in front of the neighbour’s houses or on the public access way from Blakey Ave to Karori Road.

4.4 **DAMAGES**

Residents are responsible for their own actions, and have a collective responsibility to the community.

If you damage something on accident and let the office know we will weigh up the cost of replacement and the harm it will have on the community to determine whether you will need to pay. If something has become broken throughout the year in your room also please let the office know so that we can get this fixed for you.

When you notice something damaged or not working there are maintenance forms on the door frame of the office for residents to fill in so that Helen Lowry can fix it. The submission of a maintenance request form is the giving of permission to enter a room to do any repairs. There is more information can be found in our Room Access Policy.

All repairs will be done by approved contractors and staff.

All purposeful damages and loses are taken out of the bond at the end of year. This includes keys that may be lost throughout residency, and any cutlery and crockery that is lost throughout the year. The replacement cost for crockery and cutlery is split throughout the residents at the midyear intake and again at the end of the year.

Please see below for a list of replacement costs.

<table>
<thead>
<tr>
<th>Item</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lost Key</td>
<td>$50</td>
</tr>
<tr>
<td>Mattress</td>
<td>$400</td>
</tr>
<tr>
<td>Mattress protector</td>
<td>$20</td>
</tr>
<tr>
<td>Bed</td>
<td>$800</td>
</tr>
<tr>
<td>Study chair</td>
<td>$200</td>
</tr>
<tr>
<td>Lamp</td>
<td>$10</td>
</tr>
<tr>
<td>Armchair</td>
<td>$250</td>
</tr>
<tr>
<td>Curtains</td>
<td>$200</td>
</tr>
<tr>
<td>Replace desktop</td>
<td>$150</td>
</tr>
<tr>
<td>Carpet</td>
<td>$500</td>
</tr>
<tr>
<td>(depends on size of room)</td>
<td></td>
</tr>
<tr>
<td>Carpet shampoo</td>
<td>$50+</td>
</tr>
<tr>
<td>Cleaning fee</td>
<td>$25+</td>
</tr>
</tbody>
</table>
4.5 BEING A GOOD NEIGHBOUR

While you have a responsibility to behave appropriately to other residents within your Hall, you also have neighbours in nearby houses. Being a good neighbour is a high priority for the University and the Hall and is something we take very seriously. Treat these neighbours respectfully: please respect quiet hours, do not loiter or smoke on pathways blocking the neighbours and do not leave your rubbish in the gardens. The neighbours are good people, but understandably they get tired of noise and rubbish issues caused by a small number of students.

The Hall responds quickly to complaints from neighbours. The University may take disciplinary action against you under the Student Conduct Statute as a result of receiving complaints from neighbours.

4.6 SHARED ROOM

If you are in a shared room we will have a roommate’s night a few weeks into the year once you have gotten to know your roommate better. This is where you will be able to go through and rules you want to put in place.

There are also rules that the Hall has in place around sharing a room.

- No partners are allowed to stay overnight in the room.
- Your roommate must give permission for you to have a guest stay the night. Guests must be of the same sex.
- Music and movies must be listened to and watched with headphones while roommate is there, unless you are both listening/watching.
- Your roommate’s belongings are off limits unless they have given permission for you to use something.
- Guests under the age of 17 need parental or guardian’s permission before staying the night with a current resident. See the office for further information.

4.7 DRUGS

Helen Lowry does not condone the use, possession or sale of illegal substances. Any of these will result in the eviction of the resident. Herbal and synthetic drugs or party pills are also not permitted to be taken or stored on site.

4.8 RESCOM

During the year each area nominates a representative to create a Residents Committee and two representatives to represent the student interest on the Board. This committee holds activities throughout the year, these might be parties, area competitions and quiz nights. You can also talk to your ResCom representative to raise any issues or queries on your behalf.

4.9 ROD

ROD stands for resident on duty and are there to help the Residential Assistant while they are on night duty. Each area goes in a rotation with each person getting one night a month on duty. This is to help with things like pick up rubbish in areas, clear away dishes and make sure that everyone is happy in their areas. Missing ROD is likely to result in community service.

4.10 PERSONAL ITEMS IN COMMON AREAS

Residents are not to leave any gear in common areas such as hygiene products in bathrooms, washing in laundries, plates in kitchens and personal items in lounges. This is both for cleaning purposes and safety reasons as some areas are less monitored than others and items may go missing. In the event of an item going missing from a common area the Hall takes no responsibility. Any belongings left in areas will be collect in by the office and if no one comes to claim them after one week then they will be donated or thrown out.
4.11 SHUTTLE

The shuttle signup sheet goes up in the dining room at 7am, the first shuttle is at 7.30am. If you are going in for a lecture that starts before 9am you can sign up in the office the night before. There are 10 spaces available on each shuttle. If more than 10 people are trying to get on those not signed up will not be allowed on. The morning times are usually 7:30am, 8am, 8:30am, 9:00am, 9:30am, 10:00am, 10:30am and 11:00am. Afternoon shuttles are at 12:50pm, 3.30pm, 4pm, 4:30pm, 5pm, 5:30pm and 6pm. If there is a test or a late night lab the shuttle may be organised for a late pick up - just ask the office at least one day in advance. All runs go to Kelburn, the 9am and 11am run down to Pipitea. These times are subject to change depending on demand, shuttles need at least 4 people to run.

Shuttle during exam period run 40 minutes before exams start 4 times a day as demand calls for. These run to both Kelburn and Pipitea.

4.12 CLEANING

Residents are responsible for cleaning their own rooms and for keeping all common areas as tidy as possible.

In self-catered flats residents are responsible for cleaning their own bathrooms, kitchenettes and living areas and for providing their own cleaning products and toilet paper. A cleaner will be through once a week, the rest of the time the residents are required to manage it themselves. Regular checks will be completed and residents charged if there are areas that have not been cleaned appropriately following requests to do so.

Cleaners are contracted to clean the common areas of all buildings. Even though there are cleaners coming through it is the resident’s responsibility to clean up after themselves, this means removing any rubbish in the lounges, study room or games room. If these areas are left constantly messy it is at the Halls discretion to lock them. Residents are responsible for keeping their own common room benches clean and clear as well as keeping the laundry free of washing and bathrooms free of hygiene products.

Residents are responsible for common room dishes.

Please let the office know if supplies such as toilet paper, paper towels and soap in bathrooms run out.

It is your responsibility to keep your room clean and tidy, including emptying your own rubbish and recycling into the appropriate. Rubbish from your room may not be emptied into the common room bins. Rubbish is kitchens and kitchenettes is also the responsibility of the residents. The main bins are behind the kitchen.

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. Please wipe down any condensation build up on your windows and sills daily, open your windows and do not dry your clothes in your room.
5 ALCOHOL POLICY

Helen Lowry has a mature approach to alcohol where we acknowledge that residents are now adults, but we ask for maturity and responsibility of actions while drinking.

The Hall has three different areas relating to alcohol; these are alcohol free houses, alcohol permitted with room resident and one other and alcohol allowed in a group setting. There is no storing or consumption of alcohol in public areas including lounge and games room.

There is an alcohol ban for the first two weeks of the residency to allow residents to settle in and get to know each other, and during study and exam break to allow residents the time to focus on study. Residents will be required to drink off site during these times.

Residents under 18 are unable to store or drink alcohol within Helen Lowry Hall and any events associated with the Hall. Helen Lowry asks for appropriate amounts of alcohol to be kept in rooms. No bulk quantities. Alcohol is only allowed to be stored in areas that permit the consumption of alcohol. If you have alcohol but are not in an alcohol permitted area please hand this in to the office at the start of the year and you can get it from the RA for when you need it.

Rules around parties are as listed.

1. The Residential Assistants must be informed before the party and a party contract completed and signed.

2. Food must be served at your party (not just chippies and dip) to reduce the effects of the alcohol.

3. Helen Lowry promotes safe and mature drinking, this means that all drinking games and devices that promote quick consumption of alcohol are prohibited.

4. Noise is to be kept to a minimum at all times. The people in the next room should not hear it. As a courtesy you should inform near neighbours of your intention to have a party. Windows and doors should be shut to avoid noise travelling. There should be not more than 6 people in a single room or 12 in a shared room.

5. Host Responsibility: the party-giver(s) are collectively responsible for everything that happens at your party, including gatecrashers whether invited in or not. Gatecrashers are best discouraged. One of the agreements you made in coming to live at the Hall was not to disturb other residents or prevent them from achieving a good night's sleep/study (See Community Responsibilities).

6. Sobriety: the person holding the party must remain sober during the party so that they can relay messages if things get out of control. Any drunken guests will be asked to leave.

7. Police: the Residential Assistants or Head of Hall will have no hesitation in calling in the police if things get out of hand and will lay charges against residents and their guests if necessary.

8. Time Limits: in no event should a party extend beyond 12 midnight Friday and Saturday night and beyond 10.30pm Sunday - Thursday night.

9. Withdrawal: the Head of Hall may withdraw the opportunity to obtain Party Contracts due to lack of responsibility or immaturity also during Orientation weeks and study and exam period. During this time no parties will be permitted to be held at the Hall. The head of Hall can also restrict people or rooms from holding party contracts.

10. Location: Party contracts are not issued to residents of an 'alcohol free area' or 'restricted alcohol area'. The Head of Hall may also restrict a resident from holding a party or attending.
5.1 SAMPLE PARTY CONTRACT

Written undertaking regarding the holding of a party

1. We, the undersigned, residing at Helen Lowry Hall, apply for permission from the Head of Hall to hold a party in ______________ on ______________ that finishes NO later than _______________.

2. We agree to comply with the following undertakings as conditions for holding a party:
   a. We will be fully responsible for the conduct of all persons attending the party.
   b. We will take such measures as are reasonable and necessary to keep out uninvited guests, otherwise known as gatecrashers.
   c. We will endeavour to keep the noise down to a reasonable level so as not to disturb other residents, and will ensure that the times for quiet hours as communicated by the Residential Assistants and Head of Hall are observed and complied with.
   d. We will clean up the premises after the party to the satisfaction of the Head of Hall.
   e. We accept that we must pay full compensation for/or replace any loss or damage to property belonging to Helen Lowry Hall, or its residents' caused by the actions of those persons attending the party.

3. We further agree, that if any of the conditions stated in paragraph 2 are breached, the Head of Hall or any Residential Assistant is entitled to take as many actions as may be appropriate, in the circumstances, to enforce the undertaking given.

4. Any measure taken by the Head of Hall in relation to any of the matters stated in this written undertaken are without prejudice to the Head of Hall's power to evict the resident(s).

5. For the purposes of this written undertaking, the term "party" refers to the organised gathering in which alcohol is served or which involves outsiders.
6 DISCIPLINARY POLICIES

6.1 RESTORATIVE COMMUNITY

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.

i) Restorative circles in the Halls

Throughout the year, your Residential Assistant will invite you to participate in meetings that use dialogue circles to strengthen relationships and improve communication on your floor. Your Residential Assistant or the Head of Hall 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
- to establish shared norms and values for your floor
- to respond to conflict or problematic behaviour on the floor
- to process a difficult community event or shared experience
- 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.

ii) 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.

6.2 THE NEXT LEVEL

Should a restorative approach fail, either one or both parties are unresponsive and refuse to take responsibility for their actions and hurt they may have caused, then the next level of discipline will be put into effect. The RA will gather the information and should they be able to solve it they will handle the problem. Should it need to go to the next level it will be passed on to the Office Manager and Head of Hall respectively. Parents may also be contacted depending on the need to keep them informed. Once it gets to the level where the Head of Hall is having to deal with an issue it has become serious. This will include written and verbal warnings, exclusion from the Hall and depending on the severity, the university.

Disciplinary matters arise whenever a resident breaches any of the published rules which govern behaviour at Helen Lowry Hall, or the VUW Student Conduct Statute. Students who are enrolled at Victoria University of Wellington and live at Helen Lowry Hall are

6.3 **GRIEVANCE PROCEDURE**

The aim of this policy is to provide you with a procedure in which to raise personal grievances, including those about harassment or discrimination, with a view to resolving those issues.

A personal grievance is a serious concern or dispute in relation to:

- Unfair action taken by the Hall against a resident, in these instances the residents can contact the VUWSA Advocate
- alleged discrimination
- alleged sexual harassment
- alleged racial harassment

You may, however, have less serious complaints which should be referred to the Hall at first instance.

The Hall expressly reserves the right to deal with any complaints as it sees fit on a case by case basis. The Hall may also, at its sole discretion, decide that a matter raised by a resident is more properly categorised as a complaint and deal with it as such.

This policy explains what to do if you have a personal grievance. Any personal grievance raised will be treated in confidence, and can be made without fear of reprisal.

**Your entitlements**

Where you have a grievance, you are entitled to have this matter addressed in accordance with the procedure set out below.

There are two ways in which you may try to resolve your grievance:

- through a restorative justice perspective, aimed at trying to resolve the grievance rather than proving whether or not the conduct complained of occurred
- through a formal personal grievance resolution procedure, aimed at determining whether the matter complained of did in fact occur and taking appropriate action resolve the issue

Although the Hall encourages you to attempt to resolve any grievances informally at first instance, it is recognised that this may not always be possible or appropriate in the circumstances. You may elect at any time to commence the formal resolution process outlined below.

**Your responsibilities**

Where you have a grievance that you would like to raise, you are required to do so promptly and in accordance with procedure outlined below.

You are required to maintain confidentiality, disclosing details of the grievance only to those directly involved in the complaint or grievance and its resolution.

Further, you are required to cooperate with any management investigation into your grievance, and attend meetings as directed by the Hall.

**Procedure**

The specific procedures for raising and addressing grievances include:

i) **Restorative Justice Procedure**

If you can, and you feel comfortable doing so, try to resolve your grievance yourself with the person or people involved by
approaching them directly.

You are encouraged to talk with the Hall if at any time you are not sure how to handle the problem yourself, or you just want to talk confidentially for further information and guidance.

You can also ask your Head of Hall to informally approach the person complained of. This will involve the Head of Hall confidentially discussing the matter, reminding the particular resident about our Hall policies and instructing them not to repeat the behaviour again.

Please note that this will not involve any investigation into the complaint as such action is aimed at resolving the grievance quickly and efficiently. If you would like an investigation conducted you will need to proceed to the formal resolution procedure.

ii) Formal resolution procedure

If you would like to lodge a formal personal grievance that will be investigated, you will need to submit to the Hall the details of your grievance in writing, along with any evidence you may have in respect of your grievance.

Grievances related to bullying and/or harassment will be dealt with in accordance with the Hall’s bullying and harassment policy.

If your grievance is against someone in the Hall Staff, or you are uncomfortable lodging this with your Head of Hall, you should submit this complaint to the Chair of the Board in writing at chairhelenlowryhall@gmail.com.

The Hall will then convene a meeting with you to obtain further details relating to your grievance, including the nature and full particulars of the grievance.

After this meeting, the Head of Hall will investigate your grievance as appropriate. All the facts available will be considered prior to making a decision upon your grievance. The Head of Hall will make all reasonable efforts to deal with formal grievances in a fair and consistent manner.

You will be advised in writing once a decision has been made upon your grievance. All decisions will be final.

Any grievances which are considered as vexatious are viewed by the Head of Hall as serious misconduct in any of itself and will result in disciplinary proceedings and may result in the termination of your Residential Contract without notice.
7 ROOM ACCESS

The right to privacy is of paramount importance and should not be violated by Hall personnel. In order to respect this right the Hall will make every effort to provide 24-hour notice prior to entry into a residents’ room. Entry will be made only by authorised Hall personnel (which includes our builder, plumber and electrician). Any non-Hall personnel required for other maintenance will be supervised. Resident requests for room repairs imply permission for personnel to enter the room. In some cases advance notice may not be practical or possible when emergency repairs are necessary to prevent damage to residents’ or Hall property.

However, the entry into a residents’ room without 24-hour notice may be conducted by authorized personnel for the purposes and under the procedures detailed below.

- To conduct regularly scheduled inspections of safety equipment and health and safety standards.
- To make improvements and repair and to provide routine maintenance services.
- In emergency and/or extraordinary situations to protect the health and welfare of residents or to make emergency repairs to prevent damages to the resident’s and Hall property.
- When there is reasonable cause to believe a resident’s health or well-being is in jeopardy or there has been a suspected violation of the Hall and/or University policies, regulations or laws.
- When a door is open and a violation of Student Statute on Conduct or Hall policies is in plain view.

In all situations where authorised personnel enter a room they will (i) knock and wait an appropriate amount of time for a response, and (ii) identify themselves as they open the door.

If a resident has forgotten something and have asked a friend to collect it for them the friend is able to get the office to let them into the room with written permission from the resident.

Residents also need to respect the privacy of their fellow residents, this means knocking before entering and no entering a room if the resident isn’t present.

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.
8 YOUR ROOM

8.1 ROOMS

We will notify you of your room type on or just prior to your arrival at the Hall.

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. Single, two person shared and three person shared. These range in size and price (see fee schedule). There are also different areas that you can ask to be in: alcohol free, alcohol with you and one other drinking and alcohol in a group setting. We also have one female only house. To request to be in one of these areas you will be sent out a room allocation form with your offer, this you need to send back to confirm your place.

Your room is a great place for you to work and rest. There are some basic guidelines for ways to take care of your room, such as not drying clothes in your room, not damaging the furniture, keeping rubbish away from the heater, making sure your smoke alarm is working and airing out your room by opening the windows even for an hour a day. Pins and cellotape are not allowed to go into walls, please use blutack and be careful to not take any of the paint off. Any chips in paint will need to be fixed and will come out of your bond. Bringing your own heater is not allowed as there is already one in each room and can be a fire risk. TVs are also not permitted as there is one provided in each lounge and the games room.

i) Relocation

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 the Hall Residence Contract contains details on our rights to ask you to move to another room in the Hall, a different room type within the Hall

8.2 FURNITURE AND CHATTELS

i) 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
- bookshelf
- mirror
- noticeboard
- rubbish bin

You are permitted to shift the Hall furniture supplied in your room around the room, only 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. Permission to remove something from your room for the purpose of space must be sought from the Head of Hall as items are allocated to specific areas.

ii) Recommended items

We recommend to bring your own bed linen. Linen packs can be purchased for $150. You should also consider bringing:

- blutack, cleaning products, coat hangers, computer, emergency kit (eg, torch, batteries, water, foil blanket, canned food) and first aid kit, laundry basket and washing powder, toiletries, towels
iii) 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.

iv) Prohibited items

The following items are not permitted and may be confiscated:

- heaters
- candles
- faulty electrical appliances
- fridges
- incense
- oil burner
- Any cooking appliances
- firearms and weapons (including replicas and ceremonial)
- food processors

8.3 ARRIVAL

i) Room inventory form

You will be asked to complete and return a room inventory form within the first week 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.

ii) Keys and security

You will be issued a room key on arrival. You are not permitted to make copies. If you lose your room key, you will be required to pay for a replacement.

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

1. Lock your room whenever you leave it.
2. Do not lend your room key to anyone.
3. Keep your room key with you at all times.
4. Report any lost keys to the office immediately.

Charges apply as follows:

- $50 to replace your room key.
- A $25 charge may apply if a staff member is required to unlock your door or grant access to the Hall after 11pm.

8.4 AREAS

Each area has its own

- Laundry
- Kitchen or kitchenette
- Showers, bathrooms and toilets. These are all in one room or separate rooms depending on the area.

Bringing your own iron is not permitted as there is one in each area already and is a fire risk.

Residents are welcome to use the kitchens in the houses for cooking and baking, you must bring your own pots, utensils and trays. Please keep the noise down after 9.30pm and make sure to clean up any mess and take any rubbish with you. If you do not live in the house of the kitchen you are using be mindful that this is someone else’s some home.
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 and chattels provided to you.

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

I. Towards the end of the Term, you will receive a set of departure forms, consisting of:
   • departure letter
   • cleaning checklist
   • bond refund form

   If these forms are misplaced, please come to the office for replacements.

II. The bond refunds form must be returned before you exit the Hall.

III. On leaving the Hall, you are required to hand in:
   • your room key
   • 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.
10 COMPUTER AND SOCIAL MEDIA POLICY

10.1 HALL PROVIDED COMPUTERS

The computers in the lounge and study room are provided for the benefit of all Helen Lowry Hall residents. To ensure that the maximum benefit is achieved, you are requested to be considerate to the needs of others and to observe the following conditions of use. Note that you also need to be aware of the VUW Information Systems Statute which also applies at Helen Lowry Hall. https://www.victoria.ac.nz/documents/policy/library-and-information-systems/information-systems-statute.pdf

1. Course related use is to have priority over recreational use at all times.

2. No action is to be performed which may impede or prejudice the work of other users. Examples of such action include:
   a. Introduction of password protection on hardware and/or software;
   b. Introduction of virus software;
   c. Modification or erasure of critical system and/or application files;
   d. Modifications to application settings;
   e. Modifications to start-up files or the Windows setup (e.g. screen resolution, desktop layout, etc).

3. No unlicensed software is to be installed, or copyrighted material downloaded (An organisation that enforces the rights of software companies is now very active in NZ and will not hesitate to prosecute offenders under both the Copyright Act 1994 (and 2011 amendments) and the Crimes Act. The penalties under both Acts can be very severe.) Licensed software may be installed in certain circumstances, but only with the Head of Halls prior consent.

4. No material is to be installed or produced which may be hurtful or offensive to any person.

5. No action is to be performed which may cause costs to be incurred by Helen Lowry Hall or other users.

Each computer will be periodically checked for misuse. At such times, all illegal material will be erased. In addition, should any of the above conditions of use be seriously breached, other action will be taken. If new software is required for course work, please contact the Head of Halls.

10.2 INTERNET

The internet at the Hall is the Victoria University internet, students can logon using their VUW logins and passwords. If a resident is not a VUW student the Hall is able to provide logins for the year. All using the internet need to adhere to the universities policies around internet and downloading. Residents in self-catered flats must take care of their own internet.

10.3 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.

Please be respectful of other users of your Hall’s social media accounts. Residents must not post anything that may be considered as discriminatory 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; 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.

10.4 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 page or any personal pages. 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.
11 CONFI DENTIALITY

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

In addition, guarantors and emergency contacts given by the residents 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.

PARENTS AND CAREGIVERS’ ENGAGEMENT

We encourage self-reliance and personal growth of their residents. As a resident, your son or daughter is responsible for their own academic and personal choices. Any concerns or suggestions will be dealt with directly between them and Hall staff.

Arrival and payment information is only sent to the resident. The Hall will protect the privacy of its residents and will not provide any personal information to caregivers without consent. 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. The Hall will contact financial guarantors in the event of non-payment.

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 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 CAREGIVERS AND GUARDIANS

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.

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 are required to provide their student ID number for confirmation of full-time enrolment at Victoria University, and any other purpose deemed appropriate by Hall management.
Life at Helen Lowry often seems to revolve around our friendly and open dining room. There is bread out 24/7 as well as tea, juice and a coffee machine. It is a place to chill out with friends, do the newspaper puzzles, study groups and join with everyone for meals.

As there are 118 residents at the Hall the meals are catered to cover the majority of tastes. Dietary requirements are also provided for, you will need to let us know before arrival. We do catered to Halal diets however our meat has not been prepared by a halal butcher.

There are two different time tables for meals, one for weekdays and one for the weekend. On weekday breakfast and lunch making things go out at 6.30am, this include cereals, sandwich and salad making items. The breakfast foods come in at 11am and the lunch making foods at 1.30pm. If you are heading into university for the day and want to take a packed lunch please bring your own lunch box as Helen Lowry is getting rid of one use plastic containers in 2018. Dinner is a cooked dinner and is from 6pm-6.45pm, if you are going to be late for dinner you are able to put a late plate in, this needs to be your plate and use your own cutlery. If you are going to be back after 10.30pm please let the RA on duty know beforehand so that they can get the plate for you and put it in the fridge before their duty finishes otherwise there could be an after hours call out fee of $35. On weekends breakfast foods go out at 8am. Lunch is a cooked meal and is from 12.30pm-1.15pm. Dinner is at the same time as weekdays.

If you are going to be away for a meal please let the kitchen know so that they know how many people to cook for.

Plates and cutlery are not to be removed from the dining room, any replacement costs will come out of resident’s bonds.

No bare feet, sleepwear and dressing gowns are not allowed in the dining room. Shoes must be worn at all times for health and safety reasons.

12.1 WASTEAGE

We maintain a policy of "minimum waste".

We have a Helen Lowry Community garden behind the kitchen that residents can work on together. We also have a compost bin to put any food scraps in.

Furthermore Residents are able to promote this policy by taking extra care by avoiding unnecessary or extravagant use of services, time, energy, etc. The following points are illustrations of this:

- turn off any unnecessary lighting and heating
- keep doors closed whenever possible
- double side printing, including re-using scrap paper, where possible
- use the different types of recycling bins.
THE GYM

The gym is available for all residents to use, a key must be issued and is only available outside of quiet hours. This is between 7.30am-9.30pm. Residents are asked to read through the gym rules before going in and where possible to have a gym buddy so that can look after each other. Personal free weights are also not permitted to be left in the gym, after you have finished you will need to remove them. This can cause safety issues in the case of an inexperienced gym user hurting themselves. The gym needs to be locked up again when you are finished.

KEYS AND DOORS

Your key opens all external doors and only your room door. Should you lose your key you will be charged $50 to replace it.

Please do not leave any of the external doors propped open as this is a safety risk to you and the other residents in your area.

Do not enter another resident's room without their permission.

Leaving your bedroom door unlocked is at your own risk. If you have left your room unlocked and something goes missing the Hall does not take any responsibility.

There are three fire safety doors in the Hall, one in Hodder House and two in A-Block, these are not to be left propped open as they are fire prevention doors.
HEALTH AND SAFETY POLICY

Helen Lowry Hall has robust general resident care and welfare arrangements in place.

13.1 THE HALL SHALL:

- Do all that can reasonably be done to ensure that the property is safe, including safe plant, facilities, equipment and materials used.

- Involve employees and the Board (which includes the Student Representatives) participation in the establishment of safe working and safe living practices, and ensure that those safe practices are used at all times.

- Effectively and systematically identify hazards, assess hazards; and reduce the possibility of hazards causing harm, by using the following hazard control priorities of elimination, isolation, and minimisation – in that order. Assess the risk involved and work to create a safe living environment.

- Identify training requirements and provide appropriate information and any additional training needed (including first aid) to enable our employees to work in a safe manner - and our residents to live safely - or we will supervise our employees until their training is completed satisfactorily and is recorded in their personnel files.

- Accurately record, investigate and appropriately report any injuries or near hits.

- Ensure effective emergency preparedness - and practice related procedures.

- Annually review this policy, our safe working and safe living practices; and our compliance with health and safety requirements and arrangements.

- Comply with all that the law requires for health and safety at the workplace.

As well as the Head of Hall being accountable for health and safety, each person working for Helen Lowry Hall, and each Hall resident, is responsible for their own health and safety, and for the health and safety of other persons.

13.2 RESIDENTS

All residents of Helen Lowry Hall are responsible for:

- Maintaining a safe environment where they are living.

- Ensuring that their actions do not cause harm to any person.

- Ensuring that no failure to act on their part results in harm to any person.

- Ensuring that they comply with the health and safety policy and procedures as set out in the Health and Safety Management document.

- Ensuring that they use safe living practices at all times.

- Identifying hazards according to the procedures set out in the Health and Safety Management document.

- Promptly bringing to the Head of Hall’s attention, any newly identified hazards.

- Promptly reporting to the Head of Hall any incidents (unsafe behaviours, near hits, as well as any incidents that result in harm to any person).

- Watching out for the safety of themselves, and for the safety of others.

- Ensure that your belongings are insured, this is usually still covered under parents contents insurance while living in a Hall of Residents.
13.3 ILLNESS

Helen Lowry Hall is an accommodation provider. We will do all we can to support residents, however in the case of a resident being unwell it may be necessary that the resident returns home or parents/caregivers come to support their recovery.

If a you are suffering from an infectious or contagious disease or illness you must stay quarantined to your room until clearance from your own doctor is given.

13.4 EMERGENCY PROCEDURES

The health and safety of the Hall community may be impacted in an emergency situation, for example in the event of a fire.

Whilst the Hall will take all necessary precautions to prevent an emergency situation arising, in the unlikely event that an emergency situation does arise, the procedures below are to be followed to ensure the health and safety risks associated with such situations are minimised.

You must ensure that you are aware of our fire and evacuation procedures and the action you should take in the event of such an emergency.

Procedures

i) Fire

If you discover a fire:

- alert other people in the immediate vicinity to the fire and the Hall Staff
- activate any fire alarms and call ‘111’
- if safe, try to put out or contain the fire, or otherwise evacuate the premises in accordance with the Hall emergency evacuation procedures

At no time should you risk personal safety in an effort to protect property or others.

ii) Emergency evacuation

If an emergency evacuation is required:

- follow instructions given to you by emergency services personnel and any designated evacuation staff (eg the civil defence team)
- place your pillow outside your door to show that you have exited your room and close your room door before leaving the building.
- leave the building via the closest designated exit
- proceed to the designated assembly area

During an emergency evacuation, you must remain calm and:

- do not run, crowd exits, or take your belongings with you
- do not return to the building until it is safe to do so

iii) Earthquake

If there is an earthquake, follow these steps:

- stop, drop and hold onto secure furniture
- remain clear of windows or unsecured furniture
• following the earthquake do not leave the building until you have been advised by the Hall Staff
• if the fire alarm has been disarmed or you discover a fire, follow the fire evacuation process
• you will be advised by the Hall Staff when it is safe for you to return to certain areas

You must notify the office, RA or Heads of Hall of any accidents, incidents, hazard or illness as soon as practicable and must complete an Incident Report Form. You are responsible for entering the details of any injury on the First Aid Treatment Log/Register of Injuries Form available from the office.

v) First aid

You are responsible for:

• Having your own first aid kit
• seeking first aid where necessary, or complying with any Hall Staff direction to seek first aid in respect of an injury obtained at the Hall
• informing the Hall of any injury that happened on or off site and filing out an incident report form