

# HELEN LOWRY HALL

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**2023**

## **Student Handbook and Policies and Procedures Guide**



# SNAPSHOT: Living in our community



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

## GIVE FEEDBACK

Speak to staff or residents' committee, use the suggestion box, or email [accommodation@vuw.ac.nz](mailto: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.



## CONNECT WELL

The University's Connect Well site helps you stay connected with friends and whānau.

## YOUR GUESTS ARE WELCOME

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

## PRIVACY AND SAFETY

Some areas are out of bounds, including staff and RA rooms, the 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 on page 6.

## 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.

## SMOKEFREE HALLS

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

## ALCOHOL

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



## STUDENT SUPPORT COORDINATORS (SSCs)

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

## REPORTING CONCERNING BEHAVIOUR

You are entitled to 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.

## OUR MISSION STATEMENT

To have an accessible, collaborative, adaptive living and learning environment

## OUR VISION STATEMENT

To be a diverse, responsive and inclusive community of residents

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# CONTACT INFO & OFFICE HOURS

## HELEN LOWRY HALL

### EMAIL

[hlh@hlh.org.nz](mailto:hlh@hlh.org.nz)

### PHONE

(04) 463 4793

### OFFICE HOURS

Monday - Friday

9am - 4pm

### ADDRESS

19 Blakey Avenue

Karori

Wellington 6012

### 24/7 DUTY PHONE

027 240 2766

### RA OFFICE HOURS

Monday - Sunday

5:30 - 6pm

## TE HERENGA WAKA VICTORIA UNIVERSITY ACCOMMODATION SERVICES

### EMAIL

[accommodation@vuw.ac.nz](mailto:accommodation@vuw.ac.nz)

### PHONE

(04) 463 5896

### OFFICE HOURS

Monday - Friday

9am - 5pm

### ADDRESS

VUW Accommodation Services

2 Waiteata Road

Kelburn

Wellington 6012

# MEET THE TEAM

## HEAD OF HALL

The Helen Lowry Hall Head of Hall Liza Bergantino-Mitu lives on site with her family. Liza works at the hall and oversees all operational, finance, staffing and residential issues and is responsible for ensuring that the hall provides an environment that is conducive to study and provides opportunities for personal growth and development.

## DEPUTY HEAD OF HALL

The Heads of Hall are supported by Deputy Head of Hall, Komal Shakkar. Along with being back up for the Heads of Hall, Komal works closely with the Residential Advisors to look after the pastoral care of the residents and community spirit. The Deputy Head of Hall is in charge of handling matters when they first come up and pass along to the Residential Advisors and Head of Hall depending on the situation.

## RESIDENTIAL ADVISORS

Residential Advisors (RAs) are appointed each year from within the Hall as a senior live in resident employed to be responsible for different areas in the Hall. These might be the houses or the different aspects of Hall life such as activities, events, academic support, community engagement and general resident wellbeing. They are also responsible for maintaining reasonable standards of discipline and behaviour at the hall. RAs are available to support residents with initial concerns, needs, ideas and activities. They have been first year students themselves and are here to help!

## STUDENT SUPPORT COORDINATORS (SSCs)

The SSC team provide extra support for residents and staff. They are available to talk to about many things, from academics to relationships. They are based at Helen Lowry Hall one day a week, and available for appointments outside this time.

## OFFICE ADMINISTRATOR

Helen Lowry's office administrator helps to manage the day to day running of the office and is often the first voice or smiling face one receives when contacting the Hall.

## TREASURER

Helen Lowry has a treasurer that comes in a few times a week to work with the books. Dianne keeps an eye on all things financial at the hall including deposits, board payments and methods of payment, bond refunds and more.

## ESCALATION

Helen Lowry Hall is supported by a team that are available for escalated situations. This team supports staff and students in the evenings and are based at Victoria University of Wellington.

## CATERERS

The Spotless Team are contracted to take care of ensuring catered residents are provided with a balanced, nutritional and diverse range of meal options. They are also available to take reasonable suggestions and request and very happy to adapt, try something new and have fun.

## CLEANERS

The cleaning team from Paramount Cleaners are on site weekdays to keep the Hall sparkling. They also join us 7 days a week when issues such as Pandemic controls are required.

# CONDITIONS & PAYMENTS

## 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 \$620 and consists of \$250 activities fee and \$120 admin fee which are non-refundable. And \$250 bond which is held throughout residency and refunded within six weeks after end of contract less any fee owed or damages and replacements.

## PAYING YOUR FEES

The residents will be invoiced prior to move in for the highest room rate until final room allocations are completed. Any adjustment to the room rate will be made within 6 weeks of move in and the resident can choose if the difference is refunded or credited towards a future instalment.

All invoices are emailed directly to the resident, and it is their responsibility to manage all payments. The resident is then able to send these through to their parents or financial guarantor if needed. Receipts in the form of invoices with amounts applied to date are issued only on request.

Board is payable in advance by the due dates listed in the Fees Schedule. Parents or guardians living in New Zealand can be a Financial Guarantor. There is a weekly payment option for residents who need it after the first trimester is paid, followed by weekly payments to cover the second trimester. These commence in week 6 through until the full board is fully paid. Students with a financial guarantor can also opt for monthly payments, that occur in four weekly amounts.

International students and students without a financial guarantor are required to pay the full trimester. A 3% discount is applied to any full year payments.

It is the resident's responsibility to make sure that they pay the fees on time. If you have a problem paying you must notify the office before the payment is due and discuss this. Failure to pay on time or communicate with the office as to why it is late will result in a \$100 overdue 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: eftpos, credit card (surcharge of 3% applies), or internet banking (acc # 02-0500-0024754-000 BNZ Wellington). Any International bank fees incurred by the Hall for International Bank transfers will be charged to the resident Cash is not accepted for payments.

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

## 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 \$120 administration fee.

## FINANCIAL SUPPORT

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. Finance student advisers in the student finance team may also be able to help.

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

## RELEASE FROM RESIDENTIAL CONTRACT

All accommodation contracts are fixed term, which means that residents are financially responsible 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 and a penalty fee of \$500 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 after being vacated by a leaving 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 \$500 will be charged for early withdrawal.

# COMMUNITY STANDARDS

## NOISE

Quiet hours start at 9.30pm-7.30am, this is every day of the week and not extended over the weekend nights. Extended quiet hours of 8pm to 8am apply during study, assessment, and exam periods.

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 past during quiet hours, especially houses of the neighbours.

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.

## SMOKING AND VAPING

Helen Lowry is a smoke free environment, there is to be no smoking, e-cigarettes 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. Under the trees opposite to the main driveway is an acceptable place. Cigarette butts or packets are not to be dropped on the driveway or footpath; these are to go into the large bins behind the kitchen. Anyone caught smoking in their room will be charged \$500 for cleaning, floors, walls, and mattresses and replacing curtains.

## 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.

## RESIDENT'S COMMITTEE (RESCOM)

During the year, each area nominates a representative to create a Residents Committee. 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.

## GUESTS

Guests are welcome at Helen Lowry Hall (\$10 per night for any staying overnight) and are to abide by the requests of Hall staff especially Residential Advisors and all Hall rules. Their actions are the responsibility of the host resident and are to be sober and well behaved. If a guest causes any damage, the resident will be liable for all costs of repair, cleaning, or replacement. As a resident you must sign your guest in on arrival, be with your guest at all times and escort them out of the premises when they leave. This is necessary to maintain the security of our hall and to ascertain which people are at the hall in the event of an emergency.

Unaccompanied, intoxicated, or disorderly guests will be required to leave the hall immediately. Residents must not let their guests use their key.

Residents are able to have one guest stay overnight for a maximum of 3 nights as long as permission is given by Hall management. Overnight guest requests are made through the website and must be submitted at least 24 hours in advance and for weekend guests by 3pm Friday. The \$10 nightly fee must be paid upon approval and prior to your guests' arrival. Guests may not stay on a regular basis.

The Hall reserves the right to enforce a no guest policy at certain times of the year such as Orientation, study, and exam weeks and should there be any disregard for guest rules by residents.

## SHARED ROOMS

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 guidelines for the room you want to put in place.

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

- Your roommate must give permission for you to have a guest stay the night.
- Your roommate's belongings are off limits unless they have given permission for you to use something.
- Guests under the age of 18 need parental or guardian's permission before staying the night with a current resident. See the office for further information.

## 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 not permitted to be taken or stored on site.

Pills, including supplements and medication, are not to be stored in your pigeonhole or to be taken in the dining or any other common room as this can be very confronting to some residents.

## SHUTTLE

The shuttle signup goes live online at 12am, the first shuttle is at 7.30am. There are 11 spaces available on each shuttle. If more than 11 people are trying to get on, those not signed up will not be allowed on. The morning times are usually 7:30am to 11:00am. Afternoon shuttles are at 12:50pm, and 3.30pm to 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, Pipitea, and Te Aro. These times are subject to change depending on demand, shuttles need just one person signed up to run. Shuttle during exam period runs one hour before the start of an exam and runs 4 times a day as demand calls for. These run to Kelburn, Pipitea and Te Aro.

## PERSONAL ITEMS IN COMMUNAL AREAS

Residents are not to leave any gear in communal 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 collected by cleaners or staff. If items remain uncollected within one week they will be disposed of or given to a charity store.

## CLEANING

Residents are responsible for cleaning their own rooms and for keeping all communal areas as tidy as possible. Cleaners are contracted to clean the communal areas of all buildings. Even though there are cleaners coming through it is the resident's responsibility to clean up after themselves. This includes 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. In self-catered flats residents are responsible for cleaning their own bathrooms, kitchens and living areas and for providing their own cleaning products. A cleaner will be through at least once a week in the self-catered areas. 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.

It is your responsibility to keep your room clean and tidy, including emptying your own rubbish and recycling into the appropriate bins. Rubbish from your room may not be emptied into the common room bins. Rubbish in kitchens and kitchenettes is also the responsibility of the residents. The main bins are located 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. Open packets of food and uncovered food are not to be left in rooms as this can attract rodents and ants. All food should be covered, sealed, or left in the kitchens if you live in a house.

Room checks will be conducted from time to time and any concerns for cleanliness, health and safety and general care of the room will be discussed, and a time given for the resident to rectify the situation. Should the residents still not manage to meet the required expectation then the room may be cleaned by a commercial cleaner at the resident expense.

## 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 outside the office for residents to fill in so that Helen Lowry Hall 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 losses 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.

LOST KEY: \$50

MATTRESS: \$400

BED: \$800

STUDY CHAIR: \$200

LAMP: \$10

ARMCHAIR: \$350

CURTAINS: \$300

CARPET (DEPENDS ON SIZE OF ROOM): \$700+

CARPET CLEAN (DEPENDS ON SIZE OF ROOM): \$50+

CLEANING FEE: \$100+

## 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, Instagram, 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, ethnicity, 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. Bullying can include, but is not limited to:

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

Harassment and bullying of any resident are unacceptable behaviour and Helen Lowry Hall will not tolerate it under any circumstances. The Heads of Hall, Residential Advisors 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 complainants 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 persons committing any form of harassment or bullying.

## REPORTING SEXUALLY HARMFUL BEHAVIOUR

Te Herenga Waka—Victoria University of Wellington and Helen Lowry Hall 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.

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.

# ALCOHOL & SMOKING POLICY

## EXPECTATIONS

Helen Lowry Hall is first and foremost an academically focused Hall and does not support a culture of excessive alcohol consumption and large parties. The Hall acknowledges that alcohol is part of our society and expects a mature approach where we acknowledge that residents are now adults, but we ask for maturity and responsibility of actions while drinking. There will be regular reminders of safe alcohol consumptions and staying safe when out and about through workshops and social media.

## DRY NIGHTS

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. They will also not be allocated a room in an alcohol permitted area.

Helen Lowry asks for appropriate amounts of alcohol to be kept in rooms. No bulk quantities and limits per person of 1 standard bottle of spirits, 1 standard bottle of cider, 1 standard bottle of wine and 6 standard cans of beer or RTD's (Ready to Drink). 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 into the office at the start of the year and you can get it from the RA for when you need it.

In supporting the academic focus of the Hall in 2022, alcohol is not permitted to be consumed on Sunday, Monday, and Tuesday evenings and only between 5.30pm and 9.30pm Thursday, Friday, and Saturday nights.

The Hall has three different areas relating to alcohol; More applicants each year are opting for areas that are alcohol free. There are also parts of the hall where alcohol is permitted with room resident and one other and alcohol allowed in a group setting upon approval. There is no storing or consumption of alcohol in public areas including lounge, study and music rooms, fridges, and games room.

## GATHERINGS

Gatherings involving alcohol are permitted in some common spaces on certain nights. These must have the permission of Hall staff prior to the gathering commencing. The host/s must agree to specific requests such as food, security, noise and clean up. Rules around gatherings are as listed.

- The Residential Advisors must be informed before the gathering and a gathering agreement completed and signed.
- Food must be served (not just chips and dip).
- Helen Lowry promotes safe and mature drinking; this means that all drinking games and devices that promote quick consumption of alcohol are prohibited.

- 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 gathering. Windows and doors should be shut to avoid noise travelling.
- Host Responsibility: the host(s) are collectively responsible for everything that happens at the gathering, including gate crashers. Gate crashers 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).
- Sobriety: the person holding the gathering must remain in a reasonable headspace for the duration so that they can work with the Hall Staff should there be any need.
- Police: The Residential Advisors 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.
- Time Limits: in no event should a gathering extend beyond quiet hours.
- Withdrawal: The Head of Hall may withdraw the opportunity to obtain Gathering Contracts due to lack of responsibility or maturity. During orientation weeks and exam periods no gatherings will be permitted to be held at the Hall. The Head of Hall can also restrict people from holding gatherings due to concern regarding alcohol.

## SMOKING AND VAPING

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

## MARIJUANA AND OTHER ILLEGAL SUBSTANCES

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

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

Please inform an RA or office staff immediately if you suspect drugs are being used in the Hall. Paraphernalia associated with drugs is not permitted in the Hall and will be confiscated. Further investigation will occur, and any confiscated items will not be returned.

## PARTY PILLS AND HERBAL HIGHS

Although deemed legal, party pills and herbal highs may not be possessed, used and/or distributed on Hall premises. The Hall chooses not to have them on site.

# FEEDBACK OPTIONS

## WE APPRECIATE HEARING FROM YOU

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

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

**Suggestion boxes** – is a suggestion box in the foyer that staff check regularly. Our staff are always ready to listen to, and respond to, your feedback.

## RESOLVING ISSUES THAT IMPACT YOUR AREA

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

**Floor meetings** - 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. This is a good place to raise and resolve common room issues and matters that affect everyone on the floor.

**Residents' Committees** – these 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 rep is, speak to your residential adviser (RA).

**VUWSA Halls Committee** - In all halls two or more representatives are elected to the VUWSA Halls Committee. This is the place where the elected representatives can raise issues and give opinions on behalf of fellow residents. The VUWSA Halls Committee ensures that the student voice from residents is heard and supports residents' wellbeing. If you have any issues, you can bring these up with your hall's representative and they can advocate for you.

## SENSITIVE ISSUES

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

## FEEDBACK FROM PARENTS AND CARGIVERS

**Parent Guardian Feedback** - If a parent, guardian, or guarantor wishes to provide feedback, they should email the hall directly, email University Accommodation Wellington at [accommodation@vuw.ac.nz](mailto:accommodation@vuw.ac.nz) or use the complaint form found here. Note that if the matter is sensitive, we may require the permission of the student before we can discuss it, and we may involve an advisor from the student interest team.

## REPORT A CONCERN

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

Resolving issues is a normal part of hall life and prior to making a complaint it is expected that residents will work to resolve the issue through open communication with staff. We generally find this is the fastest way to resolve matters of concern. We understand that there could be a situation where you might not want to contact the Head of Hall; in which case, you can speak to, or email, the accommodation team at [accommodation@vuw.ac.nz](mailto: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.

Halls are restorative communities 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. You are welcome to include a support person to help resolve your concern, the support person may be, another student, a Residential Advisor, a Student Support Coordinator, a family member or other supportive person.

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

The University and Helen Lowry Hall is committed to acknowledging the Treaty of Waitangi by working in partnership with Māori. The spirit of Tikanga is to seek resolutions to disputes and concerns in a manner that encourages a facilitated open exchange of views, with a view to seeking consensus and acceptance from all parties.

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

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

[www.vuwsa.org.nz/advocacy](http://www.vuwsa.org.nz/advocacy)

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

## COMPLAINTS

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

The University is required to record the number and nature of complaints and outcomes, to record the complainant's satisfaction with the outcome, to report these annually to the Pastoral Care Code Administrator, and to publish these on our website.

## DISPUTES

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

- VUWSA [www.vuwsa.org.nz/advocacy](http://www.vuwsa.org.nz/advocacy)
- Tertiary Education Commission (TEC) helpline on 0800 601 302, online at [www.tec.govt.nz](http://www.tec.govt.nz) or emailing [complaints@tec.govt.nz](mailto:complaints@tec.govt.nz)
- New Zealand Qualifications Authority (NZQA)

<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

- Office of the Ombudsman  
<https://www.ombudsman.parliament.nz/>
- NZ Human Rights <https://www.hrc.co.nz/enquiries-and-complaints>

# BEHAVIOUR & CONDUCT

Staff will address and manage any behavioural concerns wherever possible through an informal process, which could include confidential supportive and educational conversation with you. For example, if concerns are realised about your behaviour, we want you to have the opportunity to be aware and understand the impact you may have had on others and to invite you to work with halls staff to support your own and community wellbeing. If this is not effective the matter may be managed under the processes in the relevant Student Conduct Statutes.

## RESTORATIVE COMMUNITY

Throughout the year, your Residential Advisor will invite you to participate in meetings that use dialogue circles to strengthen relationships and improve communication on your floor. Your Residential Advisor 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.

## RESTORATIVE PROCESSES

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 accountability 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 done 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.

## 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; Deputy Head of Hall and Head of Hall respectively. Serious situations may lead to escalation to the crisis team at university. 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 covered by the Student Conduct Statute. Residents should acquaint themselves with the appropriate documents. Students who are enrolled at another tertiary institution will be covered under their own relevant code of conduct which will have been provided at the point of offer.

## 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 process, 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 to 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 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](mailto:chairhelenlowryhall@gmail.com) or contact the student advocate VUWSA Advocate [advocate@vuwsa.org.nz](mailto:advocate@vuwsa.org.nz)

The Hall will then organise 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.

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, a formal process may be undertaken in accordance with that statute.

If you are enrolled with a different tertiary education institution, the Schedule to your 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.

# YOUR ROOM

## YOUR ROOM ALLOCATION

We will notify you of your room type on or immediately prior to the day of move in at the Hall.

- The Hall will do its best to place residents in their preferred room types,
- The residents will be invoiced prior to move in for the highest room rate until final room allocations are completed. Any adjustment to the room rate will be made within 6 weeks of move in and the resident can choose if the difference is refunded or credited towards a future instalment.
- Room changes are not permitted within the first six weeks.
- If you wish to change your room after this period, you will need to fill in a request to move form and submit to the office.
- The Head of Hall may reject or accept your request based on their discretion
- Requests are reviewed in the order they are received at the office
- There will be a \$50 fee towards the administration of the room change.

Although we will try and place you in your preferred Room Type, we may not be able to do so. Where not possible it is at the Hall's discretion to place residents in another room type. Single, two persons shared, and three persons 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 a few budget friendly rooms which are at a reduced price due to things such as limited sun or views. There are no other restrictions on use of hall facilities for these rooms. 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. We do encourage you to disclose as much information as possible in order for us to allocate you to rooms and areas that will be best suited to these. 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 regularly opening the curtains and windows daily for good airflow, not drying clothes in your room, not damaging the furniture, keeping rubbish away from the heater and making sure your smoke alarm is working. Pins and adhesive tape of any sort are not allowed on the walls and any damage as a result of such requiring repair will be at the expense of the resident. Please use blutack and be careful to not take any of the paint off. Bringing your own heater is not allowed as there is already one in each room and can be a fire risk.

Room checks will be conducted from time to time. It is preferable that you represent, 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.

## 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:

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

## 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
- Large rooms also include a bean bag, mini fridge, and king single bed

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.

## RECOMMENDED ITEMS

We recommend bringing your own bed linen. Linen packs can be purchased for \$150 and bathroom packs for \$50. You should also consider bringing:

- Blutack
- cleaning products
- coat hangers
- computer
- emergency kit (torch, batteries, water, foil blanket, canned food, cash, spare clothes)
- first aid kit
- hand sanitiser and antibacterial wipes
- face masks and gloves
- laundry basket and washing powder
- toiletries
- towels and bathmats
- lunch boxes and plastic containers to store open packets of dry food safely
- your own, mug, dinner plate, dessert bowl, cutlery

## ROOM ACCESS

The right to your privacy is of high importance to us. 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 knock three times and wait an appropriate amount of time between each knock for a response, identify themselves and after the last knock, 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. This can be in the form of a text or Facebook message.

Residents also need to respect the privacy of their fellow residents; this means knocking before entering and not 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.

## PROHIBITED ITEMS

The following items are not permitted and may be confiscated:

- heaters
- candles, incense, oil burners, steam diffusers
- sound systems
- any cooking appliances such as toasted sandwich makers, toasters, kettles, and fridges, unless hall supplied
- faulty electrical appliances and appliances that do not have a current electrical test tag
- firearms and weapons
- any appliance on an international plug

Pets or animals are also prohibited; however, fish are allowed if approved by the Head of Hall.

## ROOM INVENTORY FORM

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

## 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.

## 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:

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

Charges apply as follows:

- \$50 to replace your room key.
- A \$35 charge may apply if a staff member is required to unlock your door or grant access to the Hall after 11pm.

## AREAS

Each area has its own

- Laundry (free washing machine, dryer and iron)
- Kitchen or kitchenette
- Vacuum cleaner and mop
- Showers, bathrooms and toilets. These are all in one room or separate rooms depending on the area.

Bringing your own iron, microwave and kettle is not permitted as there is one in each area and are health and safety risks.

Please keep the noise down after 9.30pm and make sure to clean up any mess and take any rubbish with you. No large 'cook ups' during quiet hours. If you do not live in the house of the kitchen you are using, be mindful that this is someone else's home.

## DEPARTURE AT THE END OF RESIDENCY TERM

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:

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.

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

On leaving the Hall, you are required to hand in:

- your room key, and gym 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.

# COMPUTER & SOCIAL MEDIA POLICY

## 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>

- Course related use is to have priority over recreational use at all times.
- No action is to be performed which may impede or prejudice the work of other users. Examples of such action include:
  - Introduction of password protection on hardware and/or software;
  - Introduction of virus software;
  - Modification or erasure of critical system and/or application files;
  - Modifications to application settings;
  - Modifications to start-up files or the Windows setup (e.g., screen resolution, desktop layout, etc).
- 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.
- No material is to be installed or produced which may be hurtful or offensive to any person.
- 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.

## 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.

## 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. Facebook is also used

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.

## 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.

# CONFIDENTIALITY

## PRIVACY

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

In addition, guarantors 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.

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

## 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 Advisors or Advisors, Deputy Head, 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.

## PARENTS AND CAREGIVER'S ENGAGEMENT

We encourage self-reliance and personal growth of their residents. As a resident, your child 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 to discuss things in more detail.

## 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 into their new routine.

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.

## PHOTOGRAPHS AND STUDENT ID

Residents are required to provide passport-style photographs for security records, and for identification books for staff.

Residents are required to provide their student ID number for confirmation of full-time enrolment as a student at a tertiary institution, and any other purpose deemed appropriate by Hall management.

# FOOD & FACILITIES

## FOOD

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/hot chocolate machine. It is a place to chill out with friends, have study groups and join with everyone for meals.

As there are 112 residents at the Hall the meals are catered to cover the majority of tastes. Dietary, allergy and food intolerance requirements are also provided for, you will need to let us know before arrival. We do cater to Halal diets however our meat has not been prepared by a halal butcher.

There are two different timetables for meals, one for weekdays and one for the weekend. On weekday breakfast and lunch making things go out at 6.30am, this includes cereals, sandwich and salad making items.

The breakfast foods come in at 10am and the lunch making foods remain until 1.30pm. If you are heading into university for the day and want to take a packed lunch, please bring your own lunch box. Dinner is a cooked dinner and is from 5.45pm-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 afterhours 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. Mealtimes may change slightly if Covid levels change.

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 in the dining room and serverly at all times for health and safety reasons.

Mature, respectful behaviour is expected in the dining room at all times and that includes, no sitting on the dining tables or any other surfaces that food is served on.

## THE GYM

The gym is available for all residents to use, a key must be issued. Access is permitted 24/7, however respect for quiet hours and neighbours must be considered when using the gym between the hours of 9.30am and 7.30am. 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. It is expected that residents wipe down any equipment they use by using the cleaning product and paper towels provided. The gym needs to be locked up again when you are finished.

## KEYS AND DOORS

Your key opens all external common area doors and only your building and 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.

## MINIMUM WASTAGE

We maintain a policy of "minimum waste".

We have a Helen Lowry Community vegetable and herb garden behind the kitchen that residents can work on together. Self-catered students are welcome to use this garden to supplement their cooking.

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.

# HEALTH & SAFETY POLICY

## THE HALL SHALL

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

## RESIDENTS

All residents of Helen Lowry Hall are responsible for:

- Maintaining a safe environment where they are living and ensuring that they use safe living practices at all times.
- Ensuring that their actions do not cause harm to any person and ensuring that no failure to act on their part results in harm to any person.
- Having their own medical kit.
- Ensuring that they comply with the health and safety policy and procedures as set out in the Health and Safety Management document.
- 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 Parent's contents insurance while living in a Hall of Residents.
- Storing and taking all medication in their room unless held in the office for safety. No medication, including supplements, is to be taken or stored in common areas, including pigeonholes. Unless needs to be kept at a cool temperature.

## 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. A medical clearance may be requested for some illnesses before the resident can return to the hall. To avoid illness, remember to practise good personal hygiene:

- Wash your hands often and use the hand sanitiser stations around the hall. Cover your mouth and nose when you cough or sneeze
- If you are unwell, stay in your room and out of common areas (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 staff so that the appropriate care can be arranged. If isolation is required to prevent the spread of a contagious illness, you must abide by the isolation procedure which will be provided to you. Victoria University of Wellington are currently reviewing this mandate for 2023. An acute illness must be reported to hall staff immediately.

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

## IMMUNISATIONS AND 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 the disease or have not already completed a course of the varicella immunisation.

There is a cost for the Meningococcal ACWY, Pertussis and Varicella immunisations. There is no cost for the Measles, Mumps and Rubella (MMR) immunisation.

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

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.

# 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. The Hall puts together a Civil Defence team every year to support the Hall staff in an emergency. In the event of a local emergency, the Hall is set up to become a community, Hub.

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.

## 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

## 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.

# LEGAL

## HALL OF RESIDENCE AGREEMENT

If you are a Resident at Helen Lowry Hall, you will have entered into a Hall Residence Agreement prior to taking up accommodation at the Hall.

The Hall Residence Agreement binds you for the Term set out in the Agreement and requires you to read and comply with this Handbook.

## TERMS

Throughout this Handbook, capitalised terms have the meaning attributed to them in the Agreement. When we refer to we/our/us, we mean Victoria University of Wellington, and when we refer to you/your, we mean the Resident.

## NOTICES

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

Email: [hlh@hlh.org.nz](mailto:hlh@hlh.org.nz)

Address: 19 Blakey Ave

Karori

Wellington, 6012

## DISCLAIMER

To the maximum extent permitted by law, Helen Lowry Hall will not be liable for any loss suffered by any person due to reliance on the information contained in this Handbook, whether direct or indirect, and whether foreseeable or unforeseeable.

## KEY LINKS

### HELEN LOWRY WEBSITE

<https://www.helenlowry.org>

### VUW STUDENT CONDUCT STATUTE

<https://www.victoria.ac.nz/documents/policy/student-policy/student-conduct-statute.pdf>

### STUDENT HEALTH

<https://www.victoria.ac.nz/student-health>

### STUDENT COUNSELLING

<https://www.victoria.ac.nz/students/support/wellness/student-counselling>

### DISABILITY SERVICES

<https://www.victoria.ac.nz/disability>

### WHANAU GUIDE

<https://www.victoria.ac.nz/study/course-planning/publications/guide-for-parents/guide-for-parents.pdf>

### STUDENT SERVICES

<https://www.victoria.ac.nz/students/support>