222 Willis:
Student Hall Handbook 2019
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### Academic assistance

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### Alcohol, Smoking, Vaporising and Drugs

- Alcohol
- Smoking
- Drugs: marijuana and other illegal substances
- Party pills and herbal highs

### Confidentiality

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- Support for residents
- Support for parents and caregivers
- Photographs and student ID

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- Permission of others

### Health and safety

- Health
- Fire safety
  - Fire alarms
    - Discovering a Fire
    - Fire Wardens
    - Fire Alarm Activation
    - Local smoke alarm silencer / Acknowledgement
    - Fire Alarm Manual Call Point
    - Door Tags
- Earthquake
- Evacuation Procedure for Persons with Injury or Disability

### Hazardous materials, firearms and weapons

- Substances
- Firearms and weapons
- General safety

### Legal

- Hall Residence Agreement
- Terms
- Notices
- Disclaimer
Student Hall Handbook

This Handbook includes rules, requirements and policies that we believe are desirable for the proper management of the Hall.

We may reissue and update this Handbook from time to time, as permitted under the Hall Residence Agreement. We will let you know if we update the Handbook.

If there is any inconsistency between this Handbook and the Hall Residence Agreement, the Hall Residence Agreement takes precedence.
Welcome to 222 Willis

Kia ora koutou and welcome to 222 Willis.

On behalf of 222 Willis and the wider University, we want to welcome you all to your new home and to the 222 Willis community.

As members of our hall community, you bring with you a diverse range of languages, cultures, experiences, and academic expectations, and our job is to ensure you are supported to get the very best student experience.

Wellington is a fantastic city that we call home and our dedicated team of Residential Assistants are looking forward to showing you what it has to offer.

If you have any concerns about your 222 Willis experience or need assistance, please let us know. We are here to help!

Naku noa, na.

Yours Sincerely

The Team at 222 Willis
Background

Vision

222 Willis represents a new standard in student accommodation. We foster a community of scholars who make a difference, in not just their own lives, but also in the world around them.

Mission

222 Willis’s mission is to foster a community of scholars that values academic success and personal development but is centred on learning in its broadest sense. The community will operate in a sustainable manner making wise use of all its available resources and respecting people and their unique individual contribution.

Values

Community - We create community through the development of a comprehensive community development programme that promotes connections, independence and learning.

Care & Respect – We establish a culture of care and respect by setting standards and expectations of our residents and providing pastoral care that promotes student health and wellbeing.

Social Responsibility – We encourage and promote socially responsible behaviour by regularly asking our students to take a big picture view of their world.

Collaboration – We encourage collaboration by taking a consultative approach to the development of the community, we will often ask residents what they want, why and how.

Safety - We strive to provide a physically, socially and culturally safe and secure place for residents to live, learn and excel. We have consequences for those that put themselves or others at risk and we reward those that celebrate differences

Sustainability – We are determined to effectively and efficiently use all the resources we have, this includes valuing our staff and the environment.
General Information

Contacting 222 Willis

Location: 222 Willis Street, Te Aro
Telephone: (04) 463 5896
Email: 222willis@vuw.ac.nz
Website: https://www.victoria.ac.nz/accommodation/halls/profiles/222-willis.aspx
Facebook: You will be emailed a link to access the Facebook group
Office Hours: Monday – Friday, 9am – 5pm

Emergency After Hours (10.00pm - 9.00am)

In an emergency after hours, please call the Emergency Cell phone:
0800 VIC 8888 (0800 842 8888)
This number can be called free from any cell phone or landline.

Other important numbers

RA Duty Phone 0800 222 WILLIS (0800 222 945) or text 021 898 861.
Emergency services - Fire, Police, Ambulance: 111
Campus Security: (04) 463 9999
Victoria International : (04) 463 5350
24/7 Victoria International Urgent contact: 027 600 6864

Mail

The delivery address for your mail is:

    Name
    Apartment Number
    222 Willis Student Accommodation
    Private Bag 63006
    Wellington 6011

Mail is sorted by last name and placed in the mail slots on a daily basis. Parcels are securely kept at reception. You will be notified that a parcel has arrived with a Parcel Slip in your mail slot. The Hall staff are happy to sign on your behalf for courier packages on weekdays but the Hall takes no responsibility for loss of any mail and packages.

222 Willis Staff

As at the date of this Handbook, the management team for the Hall includes the following staff. As a resident of the Hall, you are required to comply with all directions given by the Hall’s staff.
The 222 team comprises of eight members. There is one office-based staff and seven residential staff at 222 Willis to provide welfare and support services for the residents.

The full team includes the Residential Life Manager, Residential Life Co-ordinator, Office Administrator and 5 Residential Assistants (RAs).

Residential Life Manager:

The Residential Life Manager coordinates the efforts of the people and the organization to provide a safe and successful community & learning environment. They are in charge of the staff and contractors and provide guidance for the management of the Pastoral care for students.

Residential Life Coordinator:

The Residential Life Coordinator works with the Residential Life Manager to facilitate a supportive student community, maintain a safe and secure living environment and provide support and advice that is conducive to academic success and the development of life skills.

Office Administrator:

The Office Manager works with the Residential Life Manager to help 222 Willis run smoothly and assist residents with any administrative issues related to their stay, including contracts and rental payments.

Residential Assistants (RAs):

RAs assist in the establishment of a vibrant community at 222 Willis. RAs work with the Residential Life Manager and Residential Life Coordinator to put on activities and events for the residents. Each RA will reside at 222 Willis and will be responsible for the smooth running of their floor. Residential Assistants also work to facilitate a supportive student community, maintain a safe and secure living environment and provide support and advice that is conducive to academic success and the development of life skills. All our RAs also study at various tertiary providers in town.

Fees

Deposit

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

The Administration Fee helps to cover the cost of processing your application.

The Activities fee is a contribution towards activities organised by Staff for the benefit and enjoyment of the residents.
The Bond will be refunded to you in accordance with the agreement, less any amounts for which you are liable.

**Accommodation Fee**

The Accommodation Fee payable, and the Instalments and Instalment Dates, are determined based on the Room Type of your room, as set out in your Residence Agreement.

**Non-resident guarantor**

If the Guarantor under the Hall Residence Agreement is not a resident in New Zealand: The first and second Instalments are payable on the first Instalment Date; and the third and fourth Instalments are payable on the third Instalment Date.

**Single trimester accommodation**

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


To access the 222 Willis’ Online portal, you will need to set a password first. You can do this by visiting the link above, typing in the username (email) you used to apply, and then click on ‘Reset Password’. You will then receive an email with a link, which will allow you to set a secure password for the Hall’s online portal.

If you are unsure of your username, please email accommodation@vuw.ac.nz.

The Online Portal allows you to pay securely and instantly by credit card, debit card and internet banking. If you are using a credit card to pay your accommodation fees, there will be a 1.8 % transaction fee applied to cover merchant charges.

Financial Issues

In the event of unforeseen financial issues, we encourage you to discuss your situation with the Administrator or Residential Life Manager at 222 Willis before the due date for payment.

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

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

Non-Payment or Late Payment

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

1. You will be required to pay an additional late payment fee of $50.00. If you have discussed your reasons for late payment with us before the due date, we may, at our discretion, waive the late payment fee.
2. You will be required to pay our reasonable debt collection costs incurred in respect of the outstanding balance.
3. A hold may be applied which will mean you will be unable to receive your grades or re-enroll.

Cancellation

The Hall Residence Agreement contains details on your ability to cancel the Agreement, and your liability if you do decide to cancel.

If you are considering cancelling the Agreement, we encourage you to discuss your situation with the Residential Life Manager or one of the Staff.

If you do decide to cancel, you must provide written notice of cancellation to the Hall Administrator.
Behaviour and conduct

Restorative communities

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

Restorative circles in 222 Willis

Throughout the year, your RA will invite you to participate in dialogue circles to strengthen relationships and improve communication in your residence on your floor. Your RA or other 222 Willis staff member will facilitate the circle, using a ‘talking piece’ so that everyone has an equal opportunity to speak. Circles may be held for lots of reasons, including to:

- Build positive relationships
- Establish shared norms and values for your floor
- Respond to conflict or problematic behaviour on the floor
- Process a difficult community event or shared experience
- Make decisions about group activities.

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

Restorative ways of addressing conflict and rule-breaking

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

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

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

Participation in a restorative meeting is entirely voluntary; all affected parties must agree before it goes ahead. When determined appropriate by staff, this process may be used as an alternative to normal disciplinary procedures.

Residents may request a circle or a restorative meeting at any time to address interpersonal conflict within the Hall.
## Misconduct

As a resident at 222 Willis, the Student Conduct Statute applies to your conduct.

We encourage you to make sure you are familiar with the Student Conduct Statute and the Student Interest and Conflict Resolution Services available.

If your conduct at any time amounts to, or may amount to, misconduct under the Student Conduct Statute, we may take disciplinary action against you in accordance with that Statute.

### Being a good Neighbour

While you have a responsibility to behave appropriately to other residents within 222 Willis, you also have neighbours in nearby buildings and houses. Being a good neighbour is a high priority for the University and something we take very seriously. Treat these neighbours respectfully: please be quiet when passing by, and dispose of rubbish in bins provided. The neighbours are good people, but understandably, they get tired of noise and rubbish issues caused by a small number of students.

The University responds quickly to complaints from Hall neighbours and has an effective process for investigating these and responding to them. The University may take disciplinary action against you under the Student Conduct Statute as a result of receiving complaints from neighbours.

## Harassment

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

Harassment is unwelcome, uninvited behaviour, which can make someone feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. If the recipient perceives the harassment as such, then it is harassment.

Harassment includes the use of language (written or spoken) or visual material or physical behaviour that:

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

Causing disharmony includes:

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

Harassment and causing disharmony are not permitted at the Hall or within the Victoria University community. If, at any time, your conduct breaches the Student Conduct Statute, we may impose any disciplinary action or penalty available under the Statute.
Allocation and relocation of rooms

Allocation of rooms

We will notify you of the address of your home before you arrive at 222 Willis, on arrival, you will be assigned to your room.

Relocation – Your initiative

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

If you are having issues with your room and would like a change of room:

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

(b) We encourage you to discuss the situation with your RA. We will attempt to resolve any conflicts or points of difference before considering a change of room.

(c) If, after remaining in your room for six weeks, and after discussing the situation with your RA, you would still like a change of room, you may apply in writing to the Residential Life Manager for a change of room.

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

(e) If we are able to offer you another room, you will be required to pay a room change fee of $50 when you change room.

Relocation – Our initiative

The Hall Residence Agreement contains details on our rights to ask you to move to another room in the Hall and/or a different Room Type within the Hall.

Furniture and chattels

Supplied items

Bedroom

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

- Single bed and mattress
- Study desk and chair
- Rubbish bin
- Bookshelf
- Wardrobe
- Noticeboard
- Heater
Communal Inventory

All four and some of the two bedroom apartments have a separate living area, which is furnished with:

- Dining table and chairs
- Couches (four bedroom apartments only).

Kitchens

All kitchens are equipped with the following:

- Two burner stove top (four burner in four bedroom apartments)
- Extractor fan
- Microwave
- Fridge (four bedroom apartments have a freezer)
- Sink
- Four bedroom apartments come with an oven.
- Communal chest freezers are available for use in common spaces.

Bathroom

- Toilet
- Sink with plug
- Shower

Residents are not permitted to bring any furniture of their own. Refrigerators, loud speakers, and strobe lighting are not permitted. At the end of your stay, you are responsible for removing any belongings or items of your own. If you do not remove your belongings or items, you will be charged for their removal, and it may be disposed of at the Hall’s discretion.

You are permitted to shift the Hall furniture supplied in your room around the room, provided that no fixtures or fittings are unscrewed or taken down, and you return the furniture to its original position before you leave.

You may not place communal furniture in your room. Do not remove any communal furniture, cushions, games or other shared items. These are for everyone to enjoy. Replacement costs will be charged to all students, if the appropriate person cannot be found.

Equipment Packs

All apartments are provided with a basic Equipment pack on arrival. The hireage cost per resident ranges from $55 - $140. This is depending on your room type and length of stay.

- Dinner plates
- Dessert bowls
- Side Plates
- Mugs
- Glasses
- Forks
- Knives
- Spoons
- Teaspoons
- Spatula
- Masher*
- Potato peeler
- Large spoon
- Can opener
- Large Knife
- Utility knife
- Grater
- Chopping board
- Wooden spoon
- Fry pan
- Saucepan set 3pc
- Mixing bowls
- Kettle
- Toaster
- Tea towels
- 25L Rubbish bin
- Dish wash brush
- Squeeze Mop*
- Mop Bucket
- Shower Squeegee
- Toilet Roll
- Toilet Brush Plastic
- Dustpan and Brush Set
- Mattress protector

* Studio Apartments do not come with these items

Equipment packs are subject to change

**Recommended items**

You should also consider bringing:

- Blu-tack
- Cleaning products
- Coat hangers
- Computer
- Desk lamp
- Emergency kit (eg, torch, batteries, water, foil blanket, canned food)
- First aid kit
- Headphones
- Laundry basket and washing powder
- Iron (ironing boards are provided in the laundry)
- Toiletries
- Torch
- Towels
- Bedding (International students may request for bedding and linen to be provided)

**Prohibited items**

The following items are not permitted and may be confiscated:

1. Bar heaters
2. Candles
3. Faulty electrical appliances
4. Fridges
5. Incense
6. Oil burner
7. Firearms and Weapons (including replicas)
8. Pets or animals are also prohibited.

Hazardous Materials

Residents are not permitted to have or use hazardous substances such as chemicals, spray paints, butane lighters, fireworks or flammable solvents for painting within 222 Willis. Damage caused by paint, glue or varnish to any carpet, flooring or any area in the complex will be charged to the resident concerned. If you do need to do this type of work and have no other venue please contact the Staff, they will assist in finding a suitable place for you.

Arrival

Room inventory form

You will be asked to complete and return a room and communal inventory form within 48 hours of your arrival. Please ensure all defects and missing items are noted on it, as you will be held responsible for the cost of replacing items or repairing damage in your room.

Keys, access cards and security

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

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

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

Charges apply as follows:

1. There is a $90 fee to replace your room key.
2. Charges may apply if a staff member is required to unlock your door or grant access to the Hall during quiet hours:
   - Repeated occurrences of lockouts will result in sanctions being in place for individuals or entire apartments. There will be no charge for the first after-hours lockout. However, there is a lockout charge of $10.00 for the second lock out, $20.00 for the third, $30.00 for the fourth. The maximum charge for a lock out is $30.00.
Use of rooms

Cooking

Care is to be taken at all times with cooking in the complexes. BBQ grills, gas cookers, charcoal cookers, smokers etc are not permitted in or around the complex. If you are unsure if an appliance is permitted please contact us.

Please do not prop open apartment doors while cooking or showering. Smoke from cooking and steam from showering can activate the Fire Alarms and the resident responsible will be liable for any charges incurred.

Please note: should the Fire Alarm activation result in a Fire Service Callout the charge is significant, approximately $1800. The cost of a fire alarm activation, even those caused accidentally, may be charged to the resident, floor or whole hall. Fire charges are subject to change.

Electrical Appliances and Heaters

For health and safety reasons the use of private cookers, deep-fryers or additional elements in apartment bedrooms is prohibited. Other electrical appliances may be used provided they are safe and do not cause disturbance to others (e.g. no amplified musical instruments).

Residents are advised to bring surge-protected multi-plugs for such equipment. For safety reasons residents must not interfere with or alter the buildings electrical fittings appliances. This includes connecting electrical fittings to lights sockets. Any electrical faults should be reported immediately.

Additional Heaters are not to be used at 222 Willis if found they may be subject to confiscation without notice.

To prevent overloading of electrical circuits please limit the amount of electrical equipment you have on each power point. Extension cords should only be used where necessary and only on a temporary basis. If power in the apartment shorts out please contact the duty staff member immediately

Posters and decorations in rooms

You should only use pins in the noticeboard in your room. You may put posters and decorations on your room walls, as long as you use blu-tack and make sure you remove all marks when you leave.

Do not use any other products, such as cellulose tape or other adhesive tape, hooks or nails to attach anything to the walls.

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

Internet access

- Wireless Internet is provided by CityLink at a cost of $7.95 for 24 hours; $14.95 for 7 days or $39.95 for 30 days unlimited data on two devices – this can be used anywhere within the building.
Data can be purchased once you arrive at 222 by connecting to “222 Willis Citylink WiFi” and paying via card or PayPal. If you have any problem or questions about the Wi-Fi please contact your RA.

Fair use policy applies – please read the Terms and Conditions on the CityLink website before purchasing. Pricing subject to change.

Study and semester breaks

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

Right of entry

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

- Ensuring your personal safety and wellbeing
- Ensuring the wellbeing of other residents
- To attend to other health and safety concerns, including in any emergency
- To carry out repair or maintenance
- To conduct room checks
- To deal with any nuisance arising from your room, such as loud music.
- If there has been a breach of the community standards by the resident or their guest.
- To show vacant rooms in two or four bedroom apartments to potential residents.

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

Residents are not permitted to obstruct any employee of 222 Willis, 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.

Facilities

Laundry

Laundry facilities are available on Levels 1, 2, 3 and 4. Washing machines require laundry powder and cost $3 per load. Dryers are also $3 per load. Payment for machines is by Eftpos or credit card only.

Students residing on levels ground and 5th have access to the above and below floors respectively to access machines.

Please ensure that you leave the laundry area in a clean and tidy condition after use. Should any of the appliances not be working please email us so that repairs can be undertaken as and when required. If you need any assistance with instructions on how to use the machines please see your RAs.
Outdoor Areas

The BBQ area at 222 Willis is for your enjoyment and gas is included free of charge. Please see a staff member to gain access. It is your responsibility to clean the BBQ area after use.

Rubbish and Recycling

Recycling bins and rubbish skips are located on the ground floor. All rubbish must be placed inside (not around) the bins provided. Please recycle rubbish and waste where possible. Rubbish must not be accumulated in the apartments for health and hygiene reasons.

Parking

There are no carparks available at 222.

To secure a space in central Wellington, you need to explore private leasing/renting options. You will find carparks for rent on websites such as TradeMe. There are no facilities to park or store motorbikes or scooters. If any vehicle is illegally parked it will be towed at the owner's expense.

Wellington offers a comprehensive network of buses and there is a bus stop right outside 222 Willis. We strongly recommend that you consider relying on public transport rather than bringing a vehicle with you.

Bicycles and Skateboards

222 Willis has a bicycle stand on site. It is your responsibility to ensure that the bike is locked to the wall at all times. 222 Willis takes no responsibility for the security of bicycles stored on-site.

Please note that bikes are not permitted inside apartments or bedrooms and they are not to be left on the ground, against any building wall or attached to the building in any way.

As bicycle theft is fairly common in Central Wellington we suggest if you own a valuable bike you do not bring it with you to the city.

Skateboards should be carried, not ridden, inside the building and they should be stored in your bedroom. Any skateboards ridden in the building may be confiscated.

Segways

Students are not permitted to use or store Segway's or any similar items at 222 Willis Street. If found these will be confiscated immediately.

Use of Facilities

You must use the Facilities for their intended use.

Sensible behaviour in Hall buildings is expected at all times and no activity that puts residents or the building in danger is permitted.

- No cricket, ball or Frisbee games are to be played in the buildings.
- Balls and other recreational equipment must be carried when entering or leaving the buildings.

**Cleaning**

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

It is your responsibility to keep your room in a clean and tidy condition, including emptying your own rubbish and recycling into the appropriate areas. If you live in a house or apartment, you will need to work out a roster for weekly cleaning. You may approach your Senior Resident for assistance with this.

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.

**Apartment Inspections**

Regular apartment inspections will be carried out by Staff members. We conduct up to four inspections per year. You will be notified at least 48 hours in advance of these inspections. Facebook and posters are our main communication method regarding inspection.

If your apartment fails the cleanliness inspection a second inspection will be carried out. Failure on the second visit may incur charges or other disciplinary measures.

If it is brought to the attention of 222 staff that a room or apartment is not being cleaned or is unhygienic, the resident(s) will be required to clean the area immediately. If a further check is undertaken and the apartment or room is still not clean we will arrange for the area to be cleaned at the expense of the residents.

**Common Area Cleaning**

222 staff arrange for the cleaning of communal areas such as the events lounge, hallways and TV room. It is expected that you use bins provided and if rooms become excessively messy they may be locked off to residents for a period of time. Please ensure equipment and furniture is moved back to its original place after you have used it.

**Vacuum Cleaners**

Vacuum cleaners are available for use; please see the 222 Willis office during office hours. Vacuum cleaners are lent out in exchange for a cell phone to ensure their prompt return. Any resident found to be abusing or carelessly using a vacuum cleaner will be charged for its repair or replacement. Each student is responsible for emptying and cleaning the vacuum cleaner after use.
Damage

Individual liability

The Hall Residence Agreement requires you to:

- Keep the Facilities (this includes your room, the Hall, and all fixtures, fittings and chattels within the Hall) clean and tidy, and pay for any cleaning, damage, repair and maintenance for which you or your guests are responsible; and
- Keep your room in the condition it was in at the Start Date (fair wear and tear excepted).

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

Joint liability

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

Damage done to collective areas will be invoiced to all the residents of an apartment unless staff are notified otherwise. Damage done to individual rooms will be attributed to the resident of that room. Damage done on a particular floor may be charged to that floor. Residents are responsible for the behaviour and actions of their guests including any misconduct, injury to any person or property damage which guests cause.

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

Insurance

All residents are responsible for their own insurance to cover their personal belongings. This can be arranged together with insurance which includes a legal liability clause. This type of insurance is generally not expensive and we highly recommend all residents look into this.

Another option is for residents to obtain a "young person’s extension cover" on their parents or guardians insurance. It is recommended that any insurance cover is arranged prior to arrival at 222 Willis to ensure peace of mind. 222 Willis takes no responsibility for loss or damage to your personal items.

Maintenance

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

Please note that by submitting a request for repairs you are deemed to have given staff permission to enter your room/apartment for the maintenance or repair to be undertaken. However, should you require a specific notification of the time and date when your request will be actioned please include this in your maintenance request.
If you have any problems with pests, please let Hall reception know immediately. You can also see the staff if your problem remains unattended, so we can follow up.

Urgent maintenance, such as broken doors, leaks, floods or electrical outages must be reported immediately to a staff member as follows:

- During office hours call the Accommodation Office on 04 920 2769 or 0800 222 WILLIS
- After hours contact the duty Residential Assistant on the duty phone 0800 222 WILLIS or 021 898 861

Out of bounds areas

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

- RA and 222 Staff rooms
- Garages and Storage areas
- Any plant or service areas
- Roofs, Ledges and balconies

Departure

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

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

Towards the end of the Term, you will receive a set of departure forms, consisting of:

1. Departure letter
2. Cleaning checklist
3. Departure bank details instructions.

A check-out appointment must be booked at the office. This appointment is for a staff member to check your bedroom and apartment for any damages, cleanliness and to ensure that the furnishings and equipment are in place. At the time of booking your check-out you will also be required to complete a Bond Refund form and pay any rental due or other amounts owing.

Bond refunds take up to six working weeks from end of contract to be returned.

Prior to checking out residents must ensure that their bedroom and the apartment is clean and that there is no damage. If the bedroom or the apartment is not in an acceptable condition, then the cost of cleaning or fixing damage will be taken off the resident’s bond. Any outstanding rent or other amounts owing will be deducted from the resident's bond prior to refund.

Please Note: If a resident moves out of their apartments prior to the Term of Residency end date rent is still due and payable until that date.

The forms above must be returned to reception by the date specified on the forms.
On leaving the Hall, you are required to hand in:

1. Your room Key
2. Your cleaning checklist, signed off by staff.

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

**General policies and rules**

**Academic assistance**

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

Residents must be full-time students, and are expected to attend the lectures, tutorials and laboratory sessions for which they are enrolled.

**Guests**

Guests are welcome at the Hall provided that they are sober and well behaved.

A guest is defined by a person who has an ‘overnight guest pass’ that has been signed by an RA or member of the 222 Willis staff. A non-resident is any person on site who is not a resident of 222 Willis in 2019. You are responsible for the behaviour of your guests and will be held liable for any rule breaches or damage resulting from their visits. Guests include all former residents. A non-resident or overnight guest cannot be wandering around the Hall unaccompanied. Unaccompanied non-residents will be escorted off the premises.

Non-residents must:

- Be met at the front door by their host, who must be a resident
- On site after 8pm must have a guest pass. Each resident is permitted only 1 guest per day. In exceptional circumstances approval can be obtained from the Residential Life Manager or Residential Life Coordinator for additional passes.
- Be accompanied to the front door by their host when it is time to leave
- Remain in the company of the host while on the premises
- Not consume alcohol, bring alcohol or be intoxicated on site
- Not to be in possession of an access card
- Leave by 10pm quiet time every night

**Overnight guests:**

- Each resident is permitted only 1 overnight guest per night. In exceptional circumstances approval can be obtained from the Residential Life Manager or Residential Life Coordinator for additional passes
- Residents of must collect an overnight guest pass from reception before their guests arrive. No guest may stay on a regular basis without prior approval.
- Guests may not stay more than two consecutive nights unless permission has been obtained from the Residential Life Manager or Residential Life Coordinator. If permission is given, a charge of $25 per night will apply for additional nights to cover the use of facilities. Any failure to comply with guest procedure will result in discipline action, which may also include fines. Guest fees are subject to change.
- Guests are not permitted to consume alcohol, bring alcohol or be intoxicated on site.
Unaccompanied, intoxicated or disorderly guests will be required to leave the Hall immediately. Staff may ask a guest to leave the Hall at any time. Remember that you are fully responsible for your guests’ actions while they are at the Hall. If your guest causes any damage, you will liable for all costs of repair, cleaning or replacement.

The Residential Life Manager has the right to enforce a no guest policy, which may occur during, but is not limited to, orientation periods, study periods or exam periods.

**Noise**

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

1. Noise must not be heard outside your room, either in the public areas or in any neighbouring room. This includes bass from stereos, which may travel through floors and ceilings.
2. If you want to listen to loud music, you must wear headphones.
3. Loud conversation in the corridors is particularly disruptive to residents trying to sleep or study.
4. Be mindful and respectful of all neighbours including those in the wider community.
5. Staff may ask any noisy group in any part of the Hall (including bedrooms) to disperse.
6. Staff may require that guests who do not respect quiet hours will be required to leave the hall.

**Quiet hours**

It is critical that you observe quiet hours.

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

**Noisy Neighbours**

If your neighbour is making so much noise that you are unable to study or sleep, politely ask them to reduce the noise. If this is unsuccessful, contact the Senior Resident, or, if they are not available, the RA on duty.

**Alcohol, Smoking, Vaporising and Drugs**

**Alcohol**

222 Willis encourages and promotes a sensible and responsible attitude towards alcohol. The consumption of alcohol is one of the main factors that contributes to disorderly behaviour and
noise. We expect you to be responsible for your behaviour surrounding alcohol, and as a resident you agree to abide by the following alcohol rules:

1. Persons under 18 will not be allowed to consume or be in possession of alcohol on the premises, and may be placed on an alcohol-free floor or space.
2. If you are 18 or over, reasonable consumption of alcohol in your room with another resident or two is allowed, provided that noise and/or damage is not a problem and no alcohol ban is in place.
3. If excessive noise can be heard at any time from outside your room, and alcohol is involved, then your gathering could be closed down.
4. Actions of Residents’ guests are the residents’ responsibility. Hall staff require guests to leave if their behavior is unacceptable or they are intoxicated.
5. Total alcohol ban may be put in place during orientation, study and exam periods, and any other time. The Residential Life Manager may also put in place an alcohol limit or ban at any time.
6. You may not have or use any equipment that encourages excessive or unhealthy drinking, including but not limited to kegs, funnels, home brewing equipment or paraphernalia associated with drinking games.
7. Drinking games are not permitted on Hall premises.

**Smoking**

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

**Drugs: marijuana and other illegal substances**

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

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

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

**Party pills and herbal highs**

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

**Confidentiality**

Staff and residents are expected to treat each other with respect and confidentiality. The University Privacy Statement governs collection, use, storage and disclosure of your personal information, as it relates to your residency at the Hall.
In addition, guarantors can also be contacted if payments are outstanding, if a person is responsible for damage or setting off fire alarms, and if a person is being evicted.

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. 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, 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 parents and caregivers

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

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

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

Planning for breaks during the year, keeping in touch through phone and Skype and sending surprise care packages are also important.

Depending on your situation, you may want to limit contact in the first week or two to check-in texts so that everyone has a chance to settle in to their new routine.
Photographs and student ID

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

Residents 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.

Social media

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

Each Hall has its own Facebook page for residents to read and post relevant items.

Please be respectful of other users of your Hall’s social media accounts. Residents must not post anything that may be considered as discriminatory or harmful against, or bullying or harassment of, any individual on any social media platforms. For example:

- Making offensive or derogatory comments relating to sex, gender, race, disability, sexual orientation, religion, belief or age;
- Using social media to bully another individual; 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.
Health and safety

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

Health

If you are sick, or know another resident who is sick, tell your RA and/or Hall reception so that the appropriate care can be arranged.

All acute illnesses must be reported to Hall staff immediately.

Contact Victoria Student Health to enrol or make an appointment on 04 463 5308.

Fire safety

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

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

1. You are not permitted to burn anything in your room or apartment - incense, candles, cigarettes, E-cigarettes, vapours, tobacco, matches, or lighters. These items will be confiscated if found in use.
2. You are not permitted to hang anything from sprinkler pipes or fittings and must keep the area around sprinklers and smoke detectors clear. Smoke detectors must not be covered.
3. All electrical appliances e.g. straighteners, hair dryers, electric blankets must have a safety check and be in good working condition & order.
4. Cooking is only permitted in kitchenettes spaces. Cooking equipment such as hot plates, rice cookers, electric woks, toasters, panini machines and frypans are not permitted in rooms or in communal spaces.
5. Barbeque grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the Hall or outside on balconies, patios or decks.
6. Residents will be required to pay the cost of the fire brigade attending together with any administration charge imposed by the fire brigade if a false alarm occurs because of a resident's failure to comply with policies and rules. The minimum charge is $1200.

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

Fire alarms

222 Willis has smoke detectors, fire protection devices and posters detailing evacuation procedures and assembly points. It is essential that all residents familiarise themselves with the location of fire appliances, nearest exits and assembly areas. Deliberately tampering with any fire equipment, regardless of an alarm being activated or not, will result in disciplinary action. Any associated charges to fix or reset systems will be charged.
Discovering a Fire

On Discovering a Fire - Immediately operate the nearest fire alarm call-point and telephone the Fire Service (dial 111). Only attempt to extinguish the fire if there is no likelihood of risk to personal safety (do not use water on a fire involving an electrical appliance).

Fire Wardens

Evacuation Wardens on each floor are appointed at the beginning of the year. There will be at least one Evacuation Warden Representative for each floor who will be instructed and trained on fire safety and evacuation procedures. Evacuation Warden will be appointed in the first week of your arrival.

Your Residential Assistants will also act as act as fire wardens in the event of a fire. Please follow their instructions.

Fire Alarm Activation

On Hearing Smoke Detector Alarm residents are required to leave their room immediately, ensuring that the windows and doors are closed, but not locked.

Local smoke alarm silencer / Acknowledgement

If there is smoke in an apartment (say from burnt toast) the local alarm will sound. This is a beeping sound without a voice-over. This alarm will sound to all apartments in your zone. A zone is identifiable from fire door to fire door. Please ensure you know where YOUR zoneAcknowledgement/Silencer button is located. If you have to pass thought fire-stop doors you have left your zone. A silencer is located in EVERY ZONE and will only silence the zone that its located in.

Gently press the red or black button, the sound will take a few seconds to ‘wind down’. Please do not be concerned if the sound doesn’t stop instantly.

As long as your apartment is now smoke free the alarm will not sound again. However if smoke is still present the alarm may activate again. You need to re-silence it. There is a limited amount of times you can silence the alarm before the full building alarm is activated.

Do not let smoke into the corridor. If smoke is present there, it will set the full building alarm off, which cannot be silenced.

Fire Alarm Manual Call Point

If there is a real fire or smoke in the building this needs to be activated. Lift the plastic flap and press hard on the black dot. It will sound the alarm in the whole building and has a voice-over giving evacuation instructions.

Do not push this if you are trying to silence your local alarm. This does not silence the alarm. It activates it. Once pushed, it cannot be unpushed. This sets the evacuation alarm off in the whole building. On hearing this alarm everyone is required to evacuate, the fire department is automatically alerted and on their way.

The call out cost for the fire trucks and to get the fire alarms re-set is around $1800. Subject to change.
Door Tags

Every studio and bedroom has a green “Room Clear” tag. This MUST be kept on the back of your door handle. Please immediately see reception if you need a new tag.

**Studios**—as you exit your room in an evacuation place your tag on the corridor side of the door.

**Two / four beds**—check the rest of your apartment to ensure everyone is out of bedrooms and the bathroom. If you can CONFIRM no one is left behind place the green tag on the corridor side of the apartment door.

If you cannot confirm the apartment is empty place the green tag on your bedroom door only. Fire wardens only check room not displaying a green tag. The more tags placed on doors the quicker the fire wardens can complete their checks and evacuated themselves. Take your apartment card/key with you but leave all other belongings behind. During office hours our staff are responsible for responding to fire alarms. If you suspect the alarm was activated because of your apartment please report to a staff member as soon as possible so they can notify the Fire Service.

If an evacuation occurs at night it is recommended that the residents take a blanket or some warm clothing if possible. Residents are requested to knock, wake-up and warn the residents in the adjacent or nearby rooms. Residents are to leave the building by the nearest exit and proceed to the assembly point as stated on the Evacuation Plan (do not run and, if there is smoke, keep low to the ground). Lifts are not to be used in the event of an evacuation.

Do not take food, drinks or electronics with you as you evacuate.

**Earthquake**

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

**Evacuation Procedure for Persons with Injury or Disability**

The purpose of this is to highlight procedures during evacuations for staff, students or visitors who are unable to leave the building due to injury, disability or other unforeseen reasons.

During an evacuation, where possible the individual is to be brought to the designated evacuation point or to the nearest stairwell. The Floor Warden is to locate a volunteer to remain with the individual until emergency services arrive.

The Floor Warden will then report the location and names of the individual and the volunteer to the Chief Fire Warden, who will immediately notify the Fire Service on their arrival. The Fire Service will evacuate the individual and their volunteer.

Where an individual cannot be moved to the stairwell, the Floor Warden is to locate a volunteer to remain with the individual until emergency services arrive. The Floor Warden will then report the location and name of the individual and the volunteer to the Building Warden, who will immediately notify the Fire Service on their arrival. The Fire Service will evacuate the individual and their companion.
Hazardous materials, firearms and weapons

Substances

You are not permitted to use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents within the Hall premises. If you need to use substances of this type for your studies, please discuss with the Residential Life Manager before using them.

Firearms and weapons

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

General safety

For safety and security reasons, it is not permitted to:

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

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

Hall Residence Agreement

If you are a Resident at 222 Willis, 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: 222willis@vuw.ac.nz

Address: 222 Willis St, Te Aro, Wellington

Disclaimer

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