

UniLodge

Where I want to be

2021
**RESIDENT
HANDBOOK**

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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

Kia Ora, and Welcome!

We are delighted to offer you a place at UniLodge Stafford House – your home away from home. UniLodge Stafford House provides an independent, safe and friendly living environment with a focus on academic success and personal growth. We offer a selection of social, cultural and leisure opportunities that foster community spirit and respond to residents' needs.

Living at UniLodge Stafford House is an opportunity to become a part of our community and meet people from many different cultures, ages and levels of study. Shared apartments allow you to form close friendships and develop skills to successfully transition to private flatting. If apartment living is a new experience for you, we are fortunate to have staff and people in our building who are willing to share their experience and support you throughout your stay.

History

Stafford is an independent hall, managed by UniLodge Australia Pty and became a partner hall of the Victoria University of Wellington (V.U.W.) Student Accommodation programme for the first time in 2003.

The Stafford House building was designed and constructed in 1981 for offices and was used for that purpose by the Ministry of Foreign Affairs and Trade (M.F.A.T.) until 2002. Late 2002 it was converted into an accommodation facility specifically to cater for Victoria University of Wellington students. UniLodge Australia Pty Ltd purchased the management rights in December 2009.

UniLodge Stafford House provides 104 apartments, consisting of 91 three-bedroom and 13 two-bedroom units. Each apartment has separate bedrooms, a kitchen and living area and a bathroom. Situated at the North end of The Terrace, UniLodge Stafford House, besides offering proximity to Victoria University campuses, also provides easy access to Parliament, the main railway station, Westpac Stadium and Wellington's primary retail strip along Lambton Quay.

Motorway egress to UniLodge Stafford House is from The Terrace exit, turning left onto The Terrace itself, and access to the motorway is via Bowen and Molesworth Streets. Airport bus access is via Lambton Quay and either the Woodward Street pedestrian street or the Mason Lane stairs.

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.

Property Manager – Rachel Johnson

Rachel is the Head of Hall for Stafford House. Her official role is the Property Manager - Operations. Rachel oversees the operation of the building, the staff, and its residents. Rachel is responsible for the fitness and safety of the building, as well as ensuring compliance with emergency procedures. Her portfolio also requires her to liaise with our partners - the Body Corporate and the Associate Director of Accommodation at Victoria University of Wellington.

Customer Services Manager – Tom Pearson

Tom is the Deputy Head of Hall; his official role is the Customer Services Manager. Tom's portfolio involves overseeing Student engagement, conduct, and wellbeing at Stafford House. He also manages our Community Spirit Programme, the day to day operation of our RA team, and any disputes or resident enquiries.

Customer Service Coordinator – Tearoa Atama

Tearoa is our part-time administrator at Stafford House. Her official role is Customer Service Coordinator. She provides assistance with your general enquiries, payments and maintenance issues.

Student Support Coordinator – Jess Coughlan

Jess is employed by Victoria University of Wellington. She is a resource of academic support and pastoral care to our residents. Students may contact Jess directly via email or visit Jess in the Study Room. She also acts on any referrals from our management team.

Residential Advisors

Residential Advisors (R.A.) are students living and working in Stafford House supporting the Property Manager and Customer Service Manager in the day-to-day care of the residents.

Residential Advisors are responsible for supporting the pastoral care of students, for organising hall events and maintaining acceptable standards of behaviour in the UniLodge Stafford House environment.

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 CSP Fee and the Bond.

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

The CSP Fee is a contribution towards activities organised by Staff for the benefit and enjoyment of Residents.

The Bond will be refunded to you in accordance with the Agreement, less any amounts for which you are liable. It may not be refunded at UniLodge Stafford House's discretion if the Resident breaks their contract without the agreement of the PMO/CSM or is evicted.

If you decide to cancel after the deposit is paid:

If you have informed the Hall in writing by 5.00pm N.Z. time prior to the final date listed on your offer letter, then the deposit less the administration fee of \$120 will be refunded (\$540).

Withdrawals after that time lose the full \$660 deposit.

Accommodation Fee

Extras

The 'Extras' bill is an individualised monthly account to each resident at the Hall. This account includes charges such as the initial internet connection fee, linen or chattel hire, printing or photocopying.

Payment is accepted by New Zealand bank debit card, internet banking or international bank transfer and by both New Zealand-based and international credit card. Payment must be made by 5:00 pm on the 10th of the month following invoicing.

International students

Accommodation is payable per trimester and in advance as per the Hall Residence Agreement.

New Zealand-resident students

Accommodation is payable in advance and in four instalments amounts as per the Hall Residence Agreement.

All New Zealand Resident residents must have a financial guarantor who completes and signs the guarantee.

Non-resident guarantor

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

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

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

Payment accepted by New Zealand debit card, Internet banking or international bank transfer and by both New Zealand and international credit card. We do not accept bank notes and coins. Internet banking or international bank transfer please direct to:

Bank of New Zealand, Queen Street, Auckland 1010, New Zealand Account number: 02-0108-0144516-00

Account name: UniLodge New Zealand Limited

SWIFT code: BK NZ NZ 22

Please use your name as the reference

Financial issues

In the event of unforeseen financial issues, we encourage you to discuss your situation with the Head of Hall *before* the due date for payment.

The Student Financial Advisory Service are also able to aid.

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

Non-payment or late payment

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

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

Cancellation

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

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

If you do decide to cancel, you must provide written notice of cancellation to the Head of Hall.

Behaviour and Conduct

Restorative communities

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

Restorative circles in the Halls

Throughout the year, your RA will invite you to participate in dialogue circles to strengthen relationships and improve communication on your floor. Your RA or Hall manager will facilitate the circle, using a ‘talking piece’ so that everyone has an equal opportunity to speak.

Circles may be held for lots of reasons, including to:

- 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.
- build positive relationships

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

Restorative ways of addressing conflict and rule-breaking

When conflicts occur a restorative justice process is available. This is where those involved in the episode meet, 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 in the hall the Student Conduct Statute applies to your conduct. We encourage you to make sure you are familiar with the [Student Conduct Statute](#).

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

Being a good neighbor

While you have a responsibility to behave appropriately to other residents within your Hall, 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 the correct bins provided. The neighbours are good people, but understandably they get tired of noise, cleanliness, and rubbish issues caused by a small number of students.

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

Harassment

The Hall is committed to providing a living and working environment that is free from harassment. Harassment is unlawful, and UniLodge have a zero-tolerance policy to this. 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 that is conveyed to the person complained about)
- is either repeated, or of such a significant nature that it has an 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.

Facilities

Allocation and relocation of rooms

Hall management decides bedroom and apartment allocation prior to your arrival. Disability and health issues are priority. The preference form part of the residency contract used to place you where possible with your choices or with compatible people. Arriving early does not give you the choice of a different room or apartment.

The offer of a place at the Hall is for a room and is not specific to a room or apartment.

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 Customer Services 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 apartment in the hall, and/or to a different University Hall of Residence.

Furniture and chattels

Supplied items

UniLodge Stafford House is apartment-style living. Although there is variation in the layout of the apartments within the Hall, each resident has his or her own bedroom but shares the kitchen and bathroom facilities with one or two other people. Four of the two-bedroom apartments are designed for disabled students.

Each apartment has a kitchen with a two-element cook-top, fridge/ freezer, microwave, dishwasher and washing machine. Limited quantities of crockery, cutlery and pots and pans are supplied. The bed is a standard single (915 x 1880mm).

Please check with staff before bringing any furniture of your own. At the end of your stay, you are responsible for removing any furniture of your own. If you do not remove this furniture, you will be charged for its removal, and it may be disposed of at the Head of Hall's discretion. You are permitted to shift the Hall furniture supplied in your room around the room, provided that no fixtures or fittings are unscrewed or taken down, and you return the

furniture to its original position before you leave. You may not place communal furniture in your room.

Recommended items

You are required to bring your own bed linen. You should also consider bringing:

- blu-tack
- cleaning products
- coat hangers
- computer
- emergency kit (e.g., torch, batteries, water, foil blanket, canned food)
- first aid kit
- headphones
- laundry basket and washing powder
- toiletries
- torch
- towels and bathmats.

Insurance

International Students

Please check the cover within the Victoria University of Wellington 'Student Safe' policy

NZ Resident Students

You are advised to take out a personal contents insurance policy. This may be possible through your parents' or caregivers' policy. We will not be liable for any loss of or damage (of any kind) to your property. We take no responsibility for damage or loss of personal belongings.

Prohibited items

The following items are not permitted and may be confiscated:

- bar heaters
- candles
- faulty electrical appliances
- fridges
- incense
- oil burner
- firearms and weapons (including replicas) Pets or animals are also prohibited.

Arrival

Room inventory form

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

Keys, access cards and security

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

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

1. Lock your room and take your keys whenever you leave your apartment.
2. Do not lend your room key and/or access card to anyone.
3. Always keep your access card and room key with you.
4. Report any lost keys or access cards to reception immediately.

Charges apply as follows:

- \$30 to replace your access card.
- \$100 to replace your room key.
- A \$100 charge may apply if a staff member is required to unlock your door or grant access to the Hall during quiet hours.

Use of rooms

Cooking

Cooking is only permitted in the apartment kitchen.

Cooking equipment such as hot plates, rice cookers, electric woks, toasters, kettles or jugs, Panini or toasted sandwich machines and electric frying pans are not permitted in bedrooms.

Always use the extractor fan when cooking, whether using the cooking elements, making toast or using a rice cooker etc.

Electricity and energy use

Electricity supplied to each apartment as part of the overall supply to Stafford House.

Electricity usage measured by an individual meter for each apartment. Management read each meter at the end of each month and the cost charged equally amongst the residents sharing the apartment.

Using extra appliances, especially electric heaters, requires that the student using the appliance must consider the financial impact for all apartment residents. In addition, we encourage you to be mindful of your power consumption and do your bit to conserve energy. Please turn off any lights in your bedroom and apartment when you go out.

Posters and decorations in rooms

You should only use pins in the noticeboard in your room. You may put posters and decorations on your room walls, as long as you use blu-tack and make sure you remove all marks when you leave. Do not use any other products, such as cellulose tape or other adhesive tape, hooks or nails to attach anything to the walls.

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

Internet access

All bedrooms have access to the wireless network for connection to the UniLodge Stafford House Broadband network.

Stafford has an extensive wireless network throughout the building for resident access. An initial connection fee of \$99.00 charged to your 'Extras' account. A User Agreement included in the Hall Residence Agreement and sign-up completed on arrival.

This is a high speed, unlimited service. As per the Hall Residence Agreement no other provider is permitted.

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 inspections
- to deal with any nuisance arising from your room, such as loud music.

If any person requires access to your room, staff will attempt to notify you in advance. Residents are not permitted to obstruct any employee of the University, fire wardens, or authorised technicians in the performance of their duties.

Hall staff will not permit any other person, including friends and relatives, to access your room without your verbal or written permission.

Use of Facilities

You must use the Facilities for their intended use.

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

- No roller skates, bikes, roller blades, or skateboards may be used in the buildings.
- No cricket, ball or frisbee games are to be played in the buildings.
- Balls, skateboards and other recreational equipment must be carried when entering or leaving the buildings.

Cleaning

Residents are responsible for keeping all common areas as tidy as possible. In the apartments, residents are responsible for cleaning their own bedrooms, bathrooms, kitchen and living areas and for providing their own cleaning products and toilet paper.

Cleaners are contracted to clean the common areas of all buildings. Please let the Duty R.A. or office know if supplies such as toilet paper, paper towels and soap in the ground floor bathroom run out.

It is your responsibility to keep your room and apartment in a clean and tidy condition, including emptying your own rubbish and recycling into the appropriate areas. Rubbish from your room and apartment may not be emptied into the common room bins.

Room checks will be conducted from time to time. It is preferable that you are present, but we reserve the right to check in your absence. If your room is found to be unsatisfactory and you will not/cannot rectify this in the time required, your room may be cleaned by our cleaners at your expense.

It is important to ensure you leave your room in a clean and tidy condition for health and safety reasons and so that you do not have cleaning costs deducted from your Bond.

Damage

Individual liability

The Hall Residence Agreement requires you to:

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

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

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.

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

Maintenance

If you notice anything in your room or any other part of the Hall that needs repairing, please report it to Reception.

If you have any problems with pests, such as ants, cockroaches, etc., let Hall reception know. Please see the staff if your problem remains unattended.

Out of bounds areas

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

- the Reception office
- RAs' rooms
- The work/storage room (unless supervised by a member of staff)
- any plant or service areas
- the roof, ledges and balconies.

Departure

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

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

1. Towards the end of the Term, you will receive a set of departure forms, consisting of:
 - a. departure letter
 - b. cleaning checklist
 - c. departure bank details form.
2. If these forms are misplaced, please come to reception for replacements.
3. The forms above must be returned to reception by the date specified on the forms.
4. On leaving the Hall, you are required to hand in:
 - a. your room key.
 - b. your access card.
 - c. your cleaning checklist signed off by staff.

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

Academic 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 Victoria University of Wellington 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. As a resident, you must sign in your guest on arrival, be with your guest at all times while they are on Hall premises, and escort them out of the premises when they leave. This is necessary to maintain the security of our Hall, and to ascertain which people are in the building in the event of fire or earthquake procedures.

Unaccompanied, intoxicated or disorderly guests will be required to leave the Hall immediately. Staff may ask a guest to leave the Hall at any time. Remember that you are fully responsible for your guests' actions while they are at the Hall. If your guest causes any damage, you will be liable for all costs of repair, cleaning or replacement.

As a resident, you must not let your guest use your key or access fob. A guest is welcome to stay for a night or two if a guest pass is signed by a staff member at least 24 hours in advance of the guest's arrival. No guest may stay on a regular basis, and residents may only have one overnight guest at a time.

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

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 always be kept to a reasonable level:

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

Quiet hours

It is critical that you observe quiet hours.

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

Noisy neighbours

If your neighbour is making so much noise that you are unable to study or sleep, politely ask them to reduce the noise. If this is unsuccessful, contact the RA on duty.

Alcohol, smoking, vaporising and drugs

Alcohol

The Hall and the University encourages and promotes a sensible and responsible attitude towards alcohol. The consumption of alcohol is one of the main factors contributing 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:

- Persons under 18 will not be allowed to consume or be in possession of alcohol on the premises.
- If you are 18 or over, reasonable consumption of alcohol in your room with a friend or two is allowed, if noise and/or damage is not a problem and no alcohol ban is in place.
- If excessive noise can be heard at any time from outside your room, and alcohol is involved, then your gathering could be closed.
- Actions of residents' guests are the residents' responsibility. Hall staff will require guests to leave if their behaviour is unacceptable or they are intoxicated.
- No alcohol can be consumed in public areas including common rooms, hallways, music room, study room, gym, foyer, any outdoor areas on Hall premises, and any other common space. Open drinks in these areas will be confiscated and disposed of.

Total alcohol bans may be put in place during orientation, study and exam periods, and at any other time. The Head of Hall may put in place an alcohol limit or ban at any time.

- You may not have or use any equipment at that encourages excessive or unhealthy drinking, including but not limited to kegs, funnels, home brewing equipment or paraphernalia associated with drinking games.
- Drinking games are not permitted on Hall premises.
- Material that promotes alcohol or alcohol-related events may not be displayed or distributed and will be removed.

Smoking and vaping

Smoking anywhere within the Hall is a health and fire risk. If you are found smoking in the Hall, smoking materials will be confiscated, and disciplinary measures will follow.

The designated smoking area is outside the Common Room at the back of the building. Smoking is not permitted in front of the building. Please ensure you use the smoking bins provided to dispose of any cigarette butts.

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 staffs 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.

We work in partnership with the University to support your health and well-being and may contact either next of kin, or the University support services if the situation warrants additional support or care for residents.

Students are well supported, especially in their first few weeks as residents in their chosen Hall, with access to Residential Assistants or Advisors, a Residential Life Manager and Student Support Coordinators.

Student Support Coordinators are registered health professionals who provide a confidential service for any Hall residents experiencing health or wellbeing issues. They liaise with faculties, student support services and community services to ensure that residents get the support they need to reach their potential and achieve academic success.

Support for 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 into 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
- 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.

Personal permission

The UniLodge Stafford House Residence Agreement includes a statement as part of residency for a resident agreeing to the use of his or her image or retention of image in UniLodge marketing materials

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, fire blankets, sprinkler systems and evacuation procedures, and has regulations in place to keep residents safe.

Your apartment is a 'fire cell', which means that if there is a fire in your apartment, the closed door will prevent the fire from spreading rapidly. This is an important safety mechanism in a building where several hundred people live. Visitors must sign the guest register in the foyer.

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

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

Your electric appliances must have a safety check.

Cooking is only permitted in the apartment kitchen. Cooking equipment such as hot plates, rice cookers, electric woks, toasters, kettles or jugs, Panini or toasted sandwich machines and electric frying pans are not permitted in bedrooms.

Residents will be required to pay the cost of the Fire Service attending together with any administration charge imposed by the Fire Service 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

If you or your guests deliberately tamper with fire equipment such as the smoke alarms, sprinklers, heat detectors, fire signs, fire exits or fire switches, disciplinary action will follow. If you are responsible for setting off a fire alarm you will also be liable for a charge of \$1200 or more to cover the cost of the Fire Service call out charge. The Fire Service may also be involved in further action.

Deliberately tampering with any fire equipment, regardless of an alarm being activated or not, will result in disciplinary action. Any associated charges to fix or reset systems will be charged.

Fire evacuation procedures

When the fire alarms sound, you and everyone else in your room must:

1. Leave your room immediately and place the door tag on the outside door handle.
2. Leave the building immediately using the nearest fire escape. You must not use the lifts in an evacuation.
3. Proceed to the designated assembly area.
4. Stay out of the building until you are told you may return.
5. If the smoke detector in your room activates, find out the cause as quickly as possible and activate the fire alarm if necessary.

Fire wardens

Fire wardens in each building are appointed at the beginning of the year. There will be at least one fire warden representative for each floor who will be instructed on fire safety and evacuation procedures. If you would like to be a fire warden, please contact your RA in the first week of your arrival.

Earthquake

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

Hazardous materials, firearms and weapons

Substances

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

Check if your Hall has a Messy Projects room, or use the appropriate facility provided on campus.

Firearms and weapons

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

General safety

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

- 1 Throw anything out of, or hang anything from, any window.
- 2 Tamper with, or remove latches from, any window.
- 3 Climb on, or over, any external railing.
- 4 Climb out of any window.
- 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 Stafford House, 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.

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.