

# 55 Symonds

PUKAPUKA WHARENOHO | RESIDENT HANDBOOK



55 SYMONDS



THE UNIVERSITY OF  
AUCKLAND



UNIVERSITY OF  
AUCKLAND  
Waipapa Taumata Rau  
NEW ZEALAND

ACCOMMODATION | NGĀ WHARENOHO



Ko Maungawhau te maunga  
Ko Waipārūrū te awa  
Ko Tōangaroa te whanga

Ko Waitematā te moana  
Ko Tāne nui ā rangi te whare  
whakairo  
Ko Waipapa te Marae

Ko Waipapa Taumata Rau ko au,  
Ko au ko Waipapa Taumata Rau.

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## Nau mai, haere mai ki Ngā Wharenoho! Welcome to Accommodation!



**Aimee MacAskill**



**Tara Baker**

Tēnā koutou katoa,

Nau mai, haere mai Ki Waipapa Taumata Rau – welcome to the University of Auckland! We also welcome you to your kāinga rua, your whare, home away from home here at 55 Symonds! We are absolutely delighted that you have joined our extended whānau for 2024 and we know you will enjoy living in this unique community.

By choosing to live with us on campus you are choosing to be part of a safe and caring environment focussed on building a strong and supportive sense of community, highlighting whakawhanaungatanga | building a stronger community. You will play an active role in this as you get to know your neighbours or fellow kainoho and travel through this exciting journey together.

The Accommodation team are here to help guide and tautoko you along the way and ensure you are provided with a safe, comfortable, and caring environment, so that you can enjoy student life as well as work toward your academic success.

Our resident handbook has been designed to aid your transition into your new community. It includes the Residential Rules, which form part of your Residential Agreement. It outlines key processes for you and contains guidelines and useful information about living in Tāmaki Makaurau | Auckland. Please ensure you have read and agree to these things, as it makes your journey and our ability to support you along the way so much easier. Please keep them with you along your journey so you can refer back to them as and when needed.

We look forward to welcoming you and your whānau, please feel free to come and see us if you want to chat, need assistance, or just need a little added support or help, we are here for you and we cannot wait to meet you!

Ngā Manaakitanga,

**Aimee MacAskill** (She/Her)  
Kaitiaki | Associate Director

**Tara Baker** (She/Her)  
Head of Operations | Urumatua Whakahaere  
Ngā Wharenoho | Accommodation  
Oranga Tauria | Campus Life

# Your home on campus

## Our Accommodation vision statement | Wawata

*To establish a community which promotes hauora and enables all to reach their full potential.*

## Our Accommodation mission statement | kaupapa mātāmua

Accommodation | Ngā Wharenoho will contribute to the University's mission by working in partnership with the University community to provide high quality, innovative, supportive, and sustainable student accommodation services.

Accommodation | Ngā Wharenoho will achieve its mission by providing a safe and supportive living environment conducive to academic success and personal growth, as well as creating an inclusive community promoting involvement and personal responsibility.

To ensure success and evolution of services, Accommodation | Ngā Wharenoho consults and engages Residents in the continuous development and monitoring of the experience. Accommodation builds upon the the pastoral care code of practice for tertiary students.

## Our Accommodation adopted whakataukī

*He waka eke noa –  
we're all in this together!*

## Codes of practice for the pastoral care of domestic and international students

Accommodation | Ngā Wharenoho are committed to continual improvement and delivery care for our residents that meet the expectations outlined in the New Zealand national Code of Practice pastoral care standards for both domestic and international students. Learn more: [education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/](https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/)

## About our Residence | Mō mātou

55 Symonds offers comfortable studio apartment living and is located at the southern end of the City Campus. It boasts fantastic views of Auckland City and houses 343 students over its 15 floors. It is ideal for those students looking for a more independent lifestyle, while still having the support offered by the University of Auckland. 55 Symonds operates in partnership between UniLodge and the University of Auckland.

## History

55 Symonds was opened with a dawn blessing by former Vice-Chancellor Stuart McCutcheon and members of the local Iwi – Ngāti Whātua Ōrākei on 3 February 2017. 55 Symonds was the University's first purpose-built studio accommodation for postgraduate and undergraduate students.



# Your Accommodation support team

## How Accommodation | Ngā Wharenoho support you

Accommodation | Ngā Wharenoho is a department within the Campus Life service division. Accommodation | Ngā Wharenoho is led by the Associate Director | Kaitaki Wharenoho, Aimee MacAskill. The day-to-day operations of our accommodation and pastoral care of residents is headed up by the Head of Operations | Urumatua Whakahaere, Tara Baker, with teams located in each of our communities and Residential Experience Officers. As a partnership property, building and front desk management are operated by UniLodge in conjunction with the University. UniLodge NZ is headed by the Area General Manager – Poutaki Tiriwā Whānui, Laura Roberts.

Your welfare and community is the number one priority of your Resident Manager. They are supported in their role by a Resident Coordinator, Night Supervisors, shared Residential Experience Officers and Resident Advisers (RAs). RAs are successful senior students who live on-site and help you make the most of life on campus as well as support your academic journey and personal growth. During our summer months (November – February) your support could be delivered by a Summer Assistant and Senior Resident while our RAs are in training. These team members will provide you with good support, just as a seasonal team.

The smooth operations of your building are led by the Customer Service Manager and wider UniLodge team. They are supported by Customer Service Coordinators and various maintenance staff.

Your Accommodation team understands the requirements of university study and the additional pressures of living away from a home environment. All members of the Accommodation management team are trained in first aid, listening skills and cultural sensitivity. They are also given a thorough briefing on the function and whereabouts of campus facilities.

The Resident Manager and Customer service team are available on weekdays during normal office hours and the Resident Coordinator works 2:30–10:30pm Tuesday to Saturday. Our Resident Adviser team are available on an on-call basis in their rooms if they are needed for emergencies. In addition to our RAs on duty, we will also have senior members of our staff on call to escalate matters to as appropriate. If you are experiencing any problems please do not hesitate to contact any member of our team. You are also encouraged to access all available University support services.



## Your Residential Support (Tautoko Wharenoho) team



**Tara Baker**  
Head of Operations | Urumatua Whakahaere

Email: [accom@auckland.ac.nz](mailto:accom@auckland.ac.nz)



**Maritza Kloppers**  
Resident Manager | Poutaki Wharenoho

Hours: Mon–Fri, 9am–5pm  
Email: [maritza.kloppers@auckland.ac.nz](mailto:maritza.kloppers@auckland.ac.nz)



**Mandri Amarasekera**  
Resident Coordinator | Kairuruku Wharenoho

Hours: Tues–Sat, 2.30–10.30pm  
Phone: 09 373 7599 ext. 82830  
Email: [mandri.amarasekera@auckland.ac.nz](mailto:mandri.amarasekera@auckland.ac.nz)



**Sinead Fisher & Ian Leaupepe**  
Residential Experience Officers |  
Pou Wheako Wharenoho

Hours: Mon–Fri, 9am–5pm  
Email: [residentialexperience@auckland.ac.nz](mailto:residentialexperience@auckland.ac.nz)

### 55 Symonds

**Contact Details:**  
**53–55 Symonds Street Grafton  
Auckland 1041**

UoA building number: 616

Office Phone:  
**+64 (9) 973 5300**

24/7 Duty Phone:  
**+64 27 405 0442**

Email:  
**55symonds@auckland.ac.nz**

55 Symonds Reception is located on the ground floor, by the main entrance of the building in room 616–G001. Staff will be available to assist you with general enquiries between 9am–5pm, Monday to Friday. Outside these hours staff are on rostered duty and are contactable on +64 27 405 0442 for urgent matters.

In the evenings and on the weekends, the Accommodation team member who is on duty will be posted on the wall by reception. You should reach out to this Duty staff member for any concerns or needs you have.

## Your Customer Service (Ratonga Kiritaki) team

**Laura Roberts**  
Area General Manager | Poutaki Tiriwā Whānui

Hours: Meetings by appointment  
Phone: 09 973 5300  
Email: [55symonds@auckland.ac.nz](mailto:55symonds@auckland.ac.nz)

**Cherrie Jongco**  
Customer Service Manager | Poutaki Ratonga Kiritaki

Hours: Mon–Fri, 9am–5pm  
Phone: 09 973 5300  
Email: [55symonds@auckland.ac.nz](mailto:55symonds@auckland.ac.nz)

**Lupe Fisi'iahi**  
Customer Service Coordinator | Kairuruku Ratonga Kiritaki

Hours: Mon–Fri, 9am–5pm  
Phone: 09 973 5300  
Email: [55symonds@auckland.ac.nz](mailto:55symonds@auckland.ac.nz)

**Dara Mohi**  
Customer Service Coordinator | Kairuruku Ratonga Kiritaki

Hours: Mon–Fri, 9am–5pm  
Phone: 09 973 5300  
Email: [55symonds@auckland.ac.nz](mailto:55symonds@auckland.ac.nz)

**TBC**  
Night Supervisor | Kaitūtei Pō

Hours: Mon–Fri, Xam–Xpm  
Phone: 09 XXX XXXX  
Email: [XXX@auckland.ac.nz](mailto:XXX@auckland.ac.nz)

# Customer care charter

Accommodation | Ngā Wharenoho at the University of Auckland and our partners are committed to providing an outstanding level of customer care. We strive to maintain this through staff development, regular reviews and acting on feedback. This charter describes the customer care experience you can expect.

## Our promise to you

To act in a **genuine**  
**TRANSPARENT**  
 **friendly & PROFESSIONAL MANNER**

To develop **authentic**  
 **PARTNERSHIPS**  
FOCUSED ON  
**positive outcomes**

To work **proactively**  
ON MAINTAINING OUR  
**ACCOMMODATION,**  
 **but to work quickly and positively**  
to **rectify** anything that goes wrong

To ensure that our **staff** are  
**CAREFULLY SELECTED,**  
SUPPORTED &  
DEVELOPED  
**to deliver our services**

To actively listen, review  
 **AND ACT**  
APPROPRIATELY ON ALL  
**feedback & suggestions**

**TO APOLOGISE**  
if we make  
**a mistake**

## Our service to you will be

- Providing safe, clean, maintained and comfortable living environments for students
- Delivering a quality, intentional service, focused on developing positive outcomes for students
- Responding to all enquiries within a given time frame promptly and in a professional manner
- Providing informed advice and support regarding private accommodation where appropriate
- Handling all financial transactions in a compliant and safe manner
- Participating in regular training to ensure we are effective and accessible to a diverse student community and to embrace any changes which will improve the services we provide
- Valuing privacy and treating all personal information confidentially
- Providing you with systems, tools and skills to solve your own problems and be self-sufficient

## You can help us by

- Being polite, honest, courteous, mature and patient
- Responding to requests in a timely manner
- Providing factual, accurate and timely information to clarify your need upfront
- Informing us of any changes in your requirements
- Respecting the safety, privacy and needs of all others
- Taking responsibility for your actions and learning

## Feedback on our service

We aim to keep improving our service and seek your feedback on our performance. Please let us know if there are some aspects of our service you believe we have not done well, could do better, or for any reason were not satisfied with. You can provide this feedback informally directly to our team members or email [accom@auckland.ac.nz](mailto:accom@auckland.ac.nz).

# Your rights and responsibilities

As a member living in our diverse community, you are afforded certain individual rights that you, as well as those living around you, should respect.

In addition, these rights carry with them a reciprocal responsibility for you and every member in our community. When you uphold your responsibilities, you will be making the university accommodation a great place to live where all students can be successful!

The following is a listing of your “rights” (things to which you are entitled as a resident living in accommodation), as well as your “responsibilities” (what is expected of you as a resident) and they are summaries of what is in your Residential Agreement and Residential Rules of the University:

- **YOU HAVE THE RIGHT** to a safe and secure living environment.
- **YOU HAVE THE RESPONSIBILITY** to keep your living space secured, and to not prop doors open or allow in strangers. You also have a responsibility to uphold all security policies and procedures. Violations of policies and procedures put you and others at risk.
- **YOU HAVE THE RIGHT** to a reasonably peaceful and quiet space in which you can sleep and study.
- **YOU HAVE THE RESPONSIBILITY** to observe quiet hours, to keep your stereo, television, computer and your voice at a reasonable volume in your living environment, and to remind your guests and others that you expect the same of them.
- **YOU HAVE THE RIGHT** to privacy and to the fair use of your room, both in terms of space and time, and the right to be free of unwanted guests in your room.
- **YOU HAVE THE RESPONSIBILITY** to let your neighbours know of your wishes and preference for hours of sleep, study and visitation, and to work through any difference you may have in a peaceful manner. You also have a responsibility to make sure your guests do not violate any of our rules.

- **YOU HAVE THE RIGHT** to confront another person’s behaviour when it infringes on your rights.
- **YOU HAVE THE RESPONSIBILITY** to examine your own behaviour when confronted by another and to work toward resolving conflicts.
- **YOU HAVE THE RIGHT** to seek assistance for fellow members of your community.
- **YOU HAVE THE RESPONSIBILITY** to let someone (Accommodation and/or other university staff) know if you are concerned about a fellow member of your community.
- **YOU HAVE THE RIGHT** to know what is acceptable and/or inappropriate behaviour in your living environment.
- **YOU HAVE THE RESPONSIBILITY** to read the information provided for you by the University of Auckland. This includes, but is not limited to this Resident Handbook, your Residential Agreement, Residential Rules, University Code of Conduct and other relevant material. You may report any alleged violation, whether or not you were personally affected by it.

## Withdrawal process

### Withdrawing from your Residential Agreement early

When you accepted your Residential Agreement you agreed to remain in residence and pay for the entire residential period. If you find that you cannot continue your study or you wish to withdraw from your residential agreement you must first speak with your Resident Manager to complete the required paperwork. There are financial consequences for withdrawing from a contract early that your Accommodation team can talk you through this.

For more information, explore our website: [auckland.ac.nz/en/on-campus/accommodation/how-to-apply/withdrawing-from-residential-agreement.html](https://auckland.ac.nz/en/on-campus/accommodation/how-to-apply/withdrawing-from-residential-agreement.html)

# Your accommodation journey

## Preparing for move in

Make your move-in as seamless as possible by following our easy steps! Don’t worry, we will email all new students before they arrive, and we will expand these below!

### 1 Familiarise yourself with Accommodation

### 2 Check your immunisation status

### 3 Make your payment arrangements

### 4 Connect with us and let us know when you’re coming

### 5 Pack all your essentials!

#### Step 1: Familiarise yourself with Accommodation

It is important that you familiarize yourself with Accommodation before you arrive! Reading this Resident Handbook is a great first step. Make sure you also read our Residential Rules, information on our website and all emails that are sent to you.

#### Step 2: Check your immunisation status

We want to make sure that Accommodation is a safe living environment, the University of Auckland strongly encourages all of our Residents to have up-to-date inoculations for all preventable diseases such as MMR (measles, mumps and rubella) whooping cough, diphtheria, chickenpox, polio etc. It is strongly recommended that you consider getting immunised for meningococcal disease as well.

If you are unsure about your immunisation history, please consult your GP before you arrive. University Health and Counselling services also recommend you bring a copy of your immunisation records with you. Before you arrive, you will be asked to complete a medical information form on the Accommodation Portal, which will ask whether or not you have had these vaccinations.

#### Step 3: Make your payment arrangements

Your advance payment and Residential Services Fee are charged to your account prior to the start of your residential period and payment must be received before you are permitted to check into residence.

It is important that you have a plan for paying your accommodation fees throughout the year. Talk with your whānau and come up with a budget and payment plan. This will help you keep to the timetable throughout the year.

#### Step 4: Connect with us online and let us know when you are coming

Prior to your safe arrival, we will let you know via email how to tell us your move in date and time. It will be important for us to have this information to manage traffic on the day. We will also let you know how to join our online community!

You can join our online community through our Facebook group UoA – 55 Symonds 2024. This is a great way to get to know your fellow residents and keep up to date with activities and events in the Residence. Apply to join and one of the staff will accept you to the page.

### Step 5: Pack all of your essentials

Here is a list of stuff to think about bringing with you (or shipping after you move in).

#### Study:

- Computer
- Headphones
- Chargers
- Stationery

#### Live:

- Personal first aid kit
- Mug, keep-cup, cutlery, drink bottle etc.
- Coat hangers
- Umbrella
- Flashlight
- Storage bins
- Blu-tak
- Your personal clothes, rain jacket etc
- Additional personal items
- Cleaning items (spray and wipe, broom, mop, etc)

#### Wash:

- Towels and facecloths
- Shower caddy
- Personal toiletries
- Washing basket and laundry powder (for front loaders)
- Toilet paper
- Hand soap

#### Sleep:

- Sheet sets
- Pillow
- Duvet

We will provide a mattress protector on the bed for you. If you don't want to bring your own bedding, you can purchase a Linen Pack. A Linen pack contains: sheet set, pillow case, duvet, duvet cover, pillow, towel, face cloth, and laundry bag.

#### Kitchen:

- Personal home appliances (rice cookers etc)
- Specific cooking equipment
- Dishwashing liquid, brush, cloths and tea towels
- Your food!

#### Please do not bring:

- ✘ Electric blankets
- ✘ Heaters
- ✘ Candles, incense or any open flame items
- ✘ Hot plates, appliances or fridges (unless approved for medical use)
- ✘ Cellotape or other adhesives that may damage the walls. Many rooms have notice boards. You can use drawing pins/tacks on these.
- ✘ Weapons
- ✘ Fish or other living pets



### Moving in

Your move in day is stated on your Residential Agreement, but if you need to move in earlier, please contact us by email at [55symonds@auckland.ac.nz](mailto:55symonds@auckland.ac.nz) and we will advise whether this is possible. Please note that early arrivals are not guaranteed, and if approved will result in an additional charge.

#### You can move in with three easy steps:

- 1 Unload your car:**  
Drop off only
- 2 Collect your key/swipe:**  
Do this while your whānau unload
- 3 Move in:**  
Haere Mai!

We will email you more detailed information before you arrive to our Residence. Make sure you regularly check your emails prior to your move in date.

**The 55 Symonds Reception is open 9am-5pm Monday to Friday.** If you arrive outside of these times please call the staff on duty and they will come and assist you. Upon check in we will issue you with your swipe access to your room and the building.

Once you check in you will be given your keys and swipe access to the building.

If you drive to 55 Symonds, please be aware there is no parking available. There is a short-term Loading Zone space in front of the residence and various public car parks nearby.

#### Keys and access cards:

When you arrive at the Residence you will be issued with your room access card. Your access card will enable you to have 24/7 access into the Residence and your studio. If you lose or damage your access card, you must notify the customer service team immediately and pay for a replacement.

Please be responsible with your access card. You are NOT permitted to give these to anyone else to use.

#### Your room allocation:

You will be allocated a room at the discretion of the Resident Manager. Please note that you will not normally be able to change rooms during the year, often due to full occupancy. We will not inform you of a specific room number before arrival, because it could change prior to move in day.

#### Tips to settle into your new home:

Moving into a new place can be hard. To make it easier for you we have some helpful tips for you:

- Bring along plenty of familiar things from home to decorate your room with;
- Walk around the building and introduce yourself to your new neighbours;
- Find someone to go and explore your new home and city with;
- Make sure you meet your RA;
- Make sure you get involved with our events and activities;
- Let your whānau and Accommodation know when you are feeling overwhelmed

# Your residential services and facilities

## Accommodation Portal | Tomokanga Wharenoho

The Accommodation Portal is our online tool to assist you while living in Accommodation. This is where you:

- Apply for accommodation
- Pay your accommodation fees
- Report maintenance issues
- Sign off on your room inventory
- Purchase items and event tickets on the shopping cart
- Book the use of communal resources
- Complete your medical history form

Bookmark [accommodation.auckland.ac.nz](https://accommodation.auckland.ac.nz) for use throughout the year.

## Accommodation fees

Accommodation fees are calculated for the full period stated in the Residential Agreement, and include utilities such as water and electricity. As a University of Auckland student, you will have access to connect to the University's broadband system. After your advance charge and residential services payment you will need to pay for the remaining balance.

The remaining balance of your Accommodation fees will be applied to your account fortnightly according to the payment schedules on the Accommodation website. You are required to make payment of each fortnightly charge by the corresponding due date.

## Additional charges

It is your responsibility to ensure that any additional charges made to your account due to damages, defaulting on payments, or items purchased through the online shop are paid in full before you check-out. The deposit of \$950.00 you paid at the time you accepted your Residential Agreement, will be credited to your room account at the beginning of your residential period.



## Your Accommodation online shop

The Accommodation online shop (shopping cart) is the place you go to purchase bedding packs and Accommodation event tickets. It is located in the Accommodation Portal and payment is taken online.

## Your financial responsibility

If you are 18 years or over (and not associated with a study abroad group) you are responsible for the timely payment of your accommodation fees. You are to ensure that you do not fall into debt and pay for all additional services, cost recovery or events promptly. The University will hold you as the contract holder liable for all debt and if your balance is not at \$0.00 on check out, you could be referred to debt collectors. Please contact a member of the Accommodation team if you are having financial difficulty so that we may advise and support you as needed.

## Paying your fees

### You can pay your Accommodation fees in two ways

Automatic payments via your bank. This is the preferred method of payment. Ensure that you use the first and last fortnightly instalment dates detailed on the Table of Fees for your residence when setting up your automatic payments through your online banking account or directly with your bank.

Online payments can be made via the Accommodation Portal, by simply logging in, clicking on the Accounts tab in the blue menu bar, and following the instructions provided. Please note: we do not take cash or cheque payments for Accommodation fees.

## Accommodation bank account details:

**Name of bank:** ANZ  
**Branch:** Auckland  
**Name of account:** University of Auckland Accommodation  
**Account number:** 01 1839 0818777 07  
**Reference:** Please provide your student ID number and residence name only as a reference on all bank payments.  
**SWIFT code:** ANZBNZ22  
**SWIFT BIC ADDRESS:**  
NEW ZEALAND  
ANZ Bank New Zealand Limited  
170-186 Featherston Street  
Wellington, New Zealand

You should note down the dates that your payments are due by. Please see this link for copies of your payment schedule: [auckland.ac.nz/accommodation-fees](https://auckland.ac.nz/accommodation-fees)

## Important information to consider

The period of the residential agreement is fixed. You will be required to pay for the accommodation for the full period you have agreed to even if you arrive later than the start date, or leave prior to the end date. When looking at your room account online, 'Cr' stands for credit and indicates a positive balance where 'Dr' represents debit and indicates a negative balance.





## Communication

### Email

Please make sure that your email address is current and up to date on Student Services Online (SSO). Important communication will be sent to you via your preferred email address as listed on SSO.

Please check your email address regularly for messages. Read every email carefully before deleting emails to make sure that you don't miss something important!

### Phone numbers

Please make sure Student Services Online is updated with your current NZ mobile phone number. There may be an occasion where we need to contact you quickly.

### Notices

Notices are posted on the boards in common areas and around the Residence. Check these daily for any up and coming social events or for notices that may affect you and/or your potential guests. Residents are to follow all posted health and safety notices.

### Mail

Your incoming mail should be addressed to you as follows:

[Your name]  
[Your room number]  
53-55 Symonds Street  
Grafton, 1010

Mail is delivered to the Residence each week day. You can collect this from the alphabetical letter boxes near Reception.

Registered mail and courier parcels will be held at Reception with your name and apartment number for you to collect. You will be informed by email that you have something to collect. *Please pick up your package within one business day of receiving the email notification.*

### Social media

Accommodation communicates regularly on Facebook. Our Accommodation Facebook page is subject to all of our normal rules and regulations. Remember our Facebook group is: **UoA – 55 Symonds 2024.**

### Social media guidelines

The University encourages students to explore social media responsibly to enhance communication and further support the conduct of teaching, learning and research. You should be aware of the following guidelines:

- Be transparent (honest about who you are), be accurate (thoughtful before you post), maintain confidentiality and be respectful (respect privacy and copyright).
- You should assume that all activities on social media are public. Be mindful that actions or content posted may be visible for a long period of time.
- You should uphold and protect the image of University, including your Residence, when publishing content online or carrying out activities in an online environment.

### Note on the permission of others

You should also be mindful of having sought and gained the consent of involved parties, whether posting to the Residence Facebook page, your own Facebook or any other social media channel (Instagram, Snapchat, Twitter etc). This is particularly relevant for photos and videos. You must always gain permission from someone whose photo/video you intend to post. If they don't want their photo/video 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.

## Self-catering

Self-catering can be a new experience for many of our Residents. It is important to make sure you are safe, respectful and courteous of others when you are cooking in your flat kitchen or a shared communal kitchen.

### Tips on self-catering

- Please ensure to wash your hands for 20 seconds with soap or sanitise before preparing your meal;
- After your meal, please ensure you dispose of food and other waste appropriately;
- Please ensure you clear up any spills or mess efficiently;
- Please ensure you clean your own dishes and leave the benches clear and clean for others to use;
- Please ensure you store your food correctly for everyone's health, safety and wellbeing;
- Label food in your cupboards, fridge and other storage locations if you are not wanting others to use, and don't take items that are clearly not yours.

### Cooking facilities

- All of our studio apartments offer a small kitchen with a fridge, kettle, microwave and cooking hobs.
- A large communal kitchen is available for group activities on Basement Level. Please clean up the kitchen after yourself and make sure you do your dishes.

- Please note: You may bring a rice cooker or other small appliances with you to the residence and store them in your room, however, you must use them in the communal kitchen area, never in your room. Please ensure you remove rice cookers and other small appliances from the communal kitchen once you have finished cooking.
- A basic kitchen pack of utensils and crockery is provided in all studios. If you are using these in the communal kitchen on Basement Level, please make sure you take your items back to your studio when done.
- If you are storing food in the communal fridge/freezer on Basement Level please make sure your food is labelled with your name and room number.





## Your room

### Things you will find in your room/apartment

#### Your bed and lounge space:

- Your bed, with a mattress protector on it
- Desk and study chair
- Wardrobe
- Noticeboard
- Lounge chair
- Television

#### Your kitchenette:

- Starter kitchen pack
- Kettle
- Toaster
- Microwave
- Cooking element
- Mini-Fridge

#### Your bathroom & toilet:

- Toilet brush
- Toilet
- Shower
- Handbasin vanity unit

### Room inventory checklist

You will be asked to complete an online room inventory checklist on our Accommodation Portal when you arrive. Identify any missing items and/or damage. If you do not complete the checklist, we will assume that the room is in perfect condition. A levy will be imposed on you for any damage during your period in residence or for damage not identified on the checklist. You can complete your room inventory on the Accommodation Portal at [accommodation.auckland.ac.nz](https://accommodation.auckland.ac.nz)

### Room changes

We spend a lot of time reviewing resident applications for room preferences. We ask that all residents spend a minimum of two weeks in their room before they submit a request for a room change. If after two weeks of being in your room you find you do want to move to another room you can apply in writing to the Resident Manager at [55symonds@auckland.ac.nz](mailto:55symonds@auckland.ac.nz). Please note that there is a high chance that we won't be able to meet your request due to full occupancy of the accommodation.



## Recreational facilities and common areas



### Barbecue

A barbecue for your use is available outside the communal kitchen. If you need assistance with this, please see a member of the Accommodation team.

If you use the barbecue you must clean it after use and leave it in good condition for other residents to use. Please bring your own BBQ utensils and cleaning equipment. You will be liable for any costs associated with cleaning, repair or replacement.

Please be mindful of residents living near the courtyard; please keep the volume and the general noise in the courtyard to a minimum.



### Games and social lounge

A communal lounge is available on Basement Level and all studios are equipped with a television set. Please be mindful of residents living near the common areas; keep the volume of the television and the general noise in the common room to a minimum.

You are responsible for keeping the common areas in a reasonable state of tidiness. Please treat the furniture with respect.

A pool table, table tennis table and foosball table are provided in the games room for your use.

Please be conscious of your noise level, particularly after 10pm.



### Music room

The music room is located on the Basement Level of 55 Symonds.



### Grounds

We appreciate your assistance in maintaining the surroundings in the best possible condition. A friendly reminder that the University of Auckland is smoke and vape free.



## Study spaces

### Communal study

There is a large group study lounge located on the basement level of 55 Symonds. Additionally, there are 5 small silent study rooms located on floors 2, 4, 7, 11, and 13.

## Bicycles

There is bike storage available at 55 Symonds. You will need to register your bike with the Reception team to be given access to the bike storage area.

- You may not store a bicycle in your room or any area other than the bicycle storage area unless this has been arranged with the Accommodation team.
- Please note that if you wish to leave your bicycle over the summer, you must arrange this with the Accommodation team. If you leave your bicycle over the summer without authorisation, it will be deemed abandoned property and we will dispose of it accordingly.
- The University of Auckland assumes no responsibility for your bicycle while it is parked or stored within our properties. We strongly recommend that you insure your bicycle and keep it securely locked with a D lock (chains and padlocks are often insufficient) at all times.

## Cars and parking

There is no on-site parking available at 55 Symonds. You are encouraged to find private parking options in the city if you require it.

## Confidentiality

Staff and residents of University accommodation endeavour to treat one another with respect and to treat private matters in confidence. There are, however, rare occasions when it may be necessary for staff to contact other concerned outside adults (such as guardians or study abroad agents).

## Cleaning and room inspections

Cleaners are employed to clean the common areas, hallways, kitchenettes and bathrooms. You are responsible for cleaning your own bedrooms. Rooms are to be kept clean and tidy, and in a condition that does not create health or safety hazards. Vacuum cleaners are available at reception for you to use.

### Vacuum cleaners

You are responsible for cleaning your own rooms. Our Residence has vacuum cleaners available for you to use. These are located at reception during business hours. You can borrow the vacuum cleaner for 20 minutes. When you have finished with the vacuum cleaner you are responsible for emptying and returning it in good working condition. Please do not vacuum up liquids or large objects. If the vacuum is faulty, please let your Customer Service Team know.

## Room inspections

Room and flat checks will be conducted twice a year. If your room and/or flat is found to be in an unsatisfactory condition you will be given a specific time period to rectify the problem. If you cannot meet the required standard then your room may be cleaned by the cleaners at your expense.

We will also be checking your starter kitchen pack items during the room inspections. If you are missing any items we will replace these at your own cost.

### Reporting cleaning issues in the Residence:

If you notice any cleaning issues in the communal spaces of the Residence, please report this as soon as you can to the reception team. We will then work with our Cleaners to resolve the issue.

## Cost recovery

There are times when students may cause damage to the building, communal areas and/or furniture, where items from the residence might be taken and not returned. When situations like these occur, your Resident Manager will lead an investigation for more information. This investigation will include:

- Communication of the damage via email, social media and posters
- A request for anybody to provide information on the damage/taken item
- Checks of all available security and staff information

If after all the above, there is no specific Resident(s) to attribute the cost to, then as per the Residential Rules a communal damage charge will be placed on all in-room Residents' accounts.

It is in the best interest of our whole community if everyone respects and looks after our home and keeps it safe.

If you cause accidental damage to accommodation property then you will be charged a recovery cost for the repairs and/or replacement of the property, as per the Recovery Cost Schedule, up to a maximum value of \$1,500 + GST per incident. For a schedule of recovery costs, please refer to the Incident Recharge Costs web page: [auckland.ac.nz/en/on-campus/accommodation/university-accommodation/residential-rules-flats-and-apartments/accommodation-fees/incident-recharge-costs0.html](https://auckland.ac.nz/en/on-campus/accommodation/university-accommodation/residential-rules-flats-and-apartments/accommodation-fees/incident-recharge-costs0.html).

If the person responsible for the damage cannot be identified, the cost will be borne by all the resident students as part of a cost recovery levy. Any damage that is deemed malicious or intentional will be recovered at the full cost of the repairs and/or replacement and the \$1,500 cap will not apply.



## Civil defence

The University of Auckland has made civil defence preparations that will assist us in managing an emergency such as an earthquake. We expect co-operation from each individual student about these preparations. Students should also take their own personal steps to make sure they are prepared in a civil defence emergency. We encourage students to visit the Civil Defence website [getthru.govt.nz](https://getthru.govt.nz) for more information and to ensure you have what you need to get through.



## Fire evacuations

On the continuous sounding of the fire alarm you are to proceed to the evacuation point in a sensible manner.

The evacuation point is on the grassed area on the corner of Wakefield St. and Airedale St.

Before evacuating, you are to make sure that you turn off any appliances you are using that could be a potential hazard.

Residents are to follow all printed evacuation material and staff instructions. If you fail to evacuate the residence you will be required to attend a conduct meeting.

## Earthquakes

In the event of an earthquake, you should seek cover away from glass and brace yourself (drop, cover, hold). Remain in this position until shaking stops and it is safe to exit building. Assemble in our emergency evacuation point. A roll call will be taken promptly. Please do not leave the site without informing a staff member.

**The location of your emergency evacuation point is:** the grassed area on the corner of Wakefield St. and Airedale St.

## Accommodation arrangements during a pandemic

If there was a global pandemic, as we saw with H1N1 in 2009 or Covid-19 since 2020, unless otherwise directed accommodation will remain open with strict safety protocols in place. The University will introduce specific policies and rules for the safety of all residents, staff and community members.

In the event of a Pandemic all residents are expected to be prepared and adhere to:

- Ministry of Health Directives and Guidelines
- Instructions from Accommodation and other University staff
- Social Distancing Guidelines and Restrictions
- Sanitising Requirements

Residents must comply with the following:

- Report to on-site staff member confirming their location
- Report any illness that they or a neighbour is currently experiencing
- Abide by best practices and recommendations provided by on-site staff
- Limit any movement and conduct as and when require by on-site staff
- Await further instructions from the University, Ministry of Health, Local Council, Central Government and/or emergency services

During a pandemic lockdown Accommodation staff will still support you and most of our engagement offerings will become digital. Staff will still be present in the buildings to safely respond to emergency and welfare situations.

If accommodation does remain safe and open your accommodation fees will still apply unless otherwise specified by the University.

## Heating & air conditioning

Studios are heated and cooled by air conditioning units. These are user controlled by a thermostat on the wall. We encourage you not to use heating during the summer months.

## Restricted access areas

### Roof access

You are not permitted to be on the roof of the Residence at any time. If you are found to be on the roof, there will be a conduct process initiated.

### Administration areas

The offices and administration spaces of the Accommodation staff are off-limits to all residents.

## WiFi

Wireless internet access is available through the use of the University of Auckland administered WiFi system. The Residence is a wireless accommodation unit. If you are experiencing issues with the WiFi please let a member of the Accommodation team know so that we can report it quickly for resolution.

Please note that Accommodation does not guarantee a minimum speed for internet access. WIFI provided in accommodation is managed by the University's Connect department through the Digital Services division and not through Campus Life.

## Having WIFI issues:

Are you having WiFi issues? Please log a job through: [uoa.custhelp.com/app/ask](https://uoa.custhelp.com/app/ask) It is important to provide accommodation with as much information as possible. Accommodation will then report this issue to Connect on your behalf. Key information to provide would be:

- Your name, room number and student ID number
- Summary of the issue you are experiencing
- Screen shots of your issues
- Log of times when this is experienced
- Speed test results conducted through sites like: [speedtest.net](https://speedtest.net)

Email all of this information to [55symonds@auckland.ac.nz](mailto:55symonds@auckland.ac.nz)

## Laundry

Complimentary automatic washing machines and driers are located in the laundry room on the basement floor.

- Hand washing tubs are also provided.
- Washing machines only use liquid laundry detergents.
- We recommend that you mark all your clothing and personal possessions clearly.
- Out of consideration to other users, please do not leave your clothing in the machines after the cycle is finished.
- Ironing boards are available in the laundry room and irons are available from Reception
- Do not leave your laundry unattended for long periods of time. Accommodation staff cannot accept responsibility for missing items.

## Lost property

Please hand in any unattended belongings you find to an Accommodation staff member to be held in lost property until it can be returned to the owner.

- Report any belongings you lose to an Accommodation staff member with a description of the item and when and where it was last seen.
- We will communicate on our Facebook group any lost property. These uncollected items will then be disposed of or donated to charity.

## Maintenance

If you notice anything in your room or any other part of the residence that needs repairing please let the Accommodation team know. You can do this by logging a 'My Maintenance' request on the Accommodation Portal at [accommodation.ac.nz](https://accommodation.ac.nz) or by letting one of the team know at Reception. If urgent repairs are required and the Reception is closed please contact the on duty staff member.

### Maintenance response

Accommodation works hard to quickly to resolve all maintenance jobs logged. Once you have logged a 'My Maintenance' request on the Accommodation Portal, you can expect the following response times:

**Urgent** — Same day

**High** — 24 hours

**Routine** — 5 work days

Please note that these times are estimates and in some circumstances it may not be possible for repairs to be completed in the above time. This will depend on the complexity of the job, parts available and other factors out of our control. If your request has not been completed in the above time, you can reach out to your Administrator for more information.

## Printing

There is a communal printer/copier located in the lobby at 55 Symonds available through the University's printing services system.

## Recycling and waste

55 Symonds has labelled rubbish and recycling bins. Please pay attention to what you are putting in each bin. It is your responsibility to empty the rubbish in your studio and take it to the rubbish areas located on the basement level.

Please make sure you rinse out all bottles, cans etc. before you put them into the recycling or we will have trouble with flies, rodents and odours.

Do not leave rubbish lying on the ground in this area as this incurs extra cleaning charges by the waste removal company, as well as creating fire and pest hazard.

Please do not contaminate any of our recycling receptacles. If contamination occurs then the we are required to divert the contents to general waste.

Please empty your studio rubbish bins regularly.

## Storage

No storage is available at the residence. If you need storage of your belongings after leaving the residence you will need to contact private suppliers.

## Vending machines

There are food and drink machines located in the common area on the basement level. These are provided by EFTPOS Vending and do not accept cash. If you have any questions or concerns regarding the vending machines please contact EFTPOS Vending directly on the numbers advertised on the machines.



# Your residential experience and support

The holistic success of our residents and the experience they have while living in here is at the core of what we do in University accommodation. Every Accommodation event or opportunity for engagement in accommodation will have a focus on wellbeing.

## Our approach to your hauora and engagement

In University Accommodation, your success tool kit is represented as your Waka, with each paddle of the Waka symbolising an area of our Accommodation framework. The Waka is a symbol of the University as a means for you to journey forward in pursuit of education.

### Our success dimensions (the paddles in your Waka) are:



#### Mind Hinengaro

Ensuring our academic success, emotional state and finances are balanced, with connection to support readily available.



#### Spirit Wairua

Understanding ourselves, our values and feeling connected with our community and what brings us fulfilment.



#### Environment Whenua

Reflecting on both our personal and global environment, making sure we are positioning ourselves into a healthy place for success.



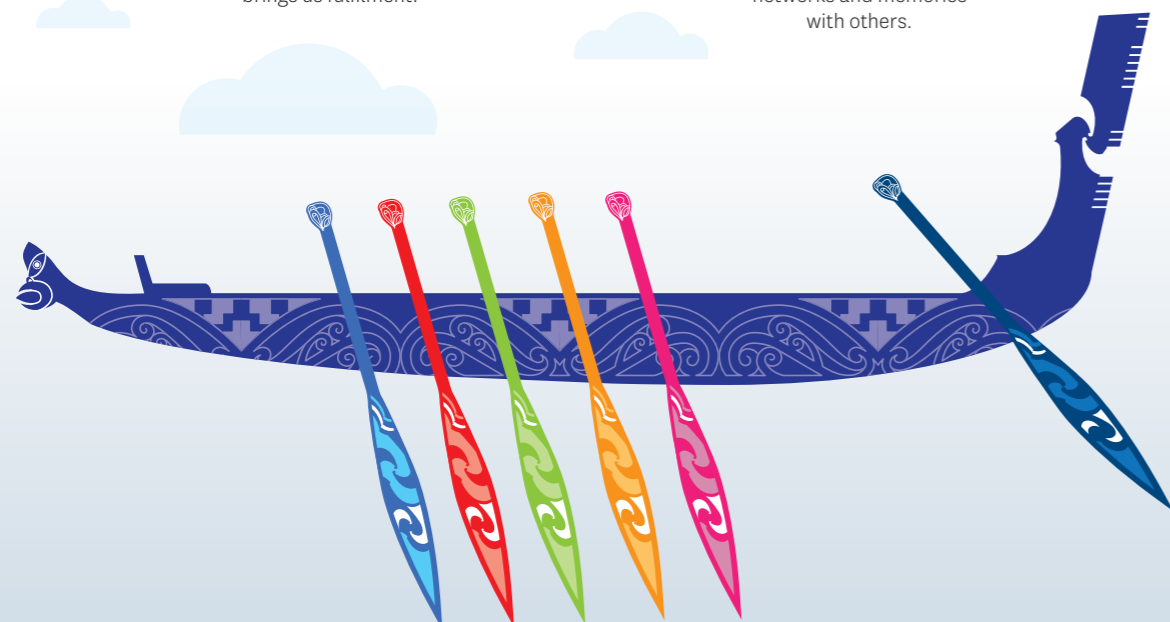
#### Social Whanaungatanga

Taking opportunities to form successful relationships, connect with others and build networks and memories with others.



#### Body Tinana

Looking after ourselves physically, through an awareness of our body's development and ongoing care, ensuring that we are able to achieve.



## Academic assistance

We endeavour to provide an environment that is conducive to academic excellence and success. If you require academic assistance, please do not hesitate to discuss this with your Accommodation team, who will be able to assist you in making the necessary arrangements.

Accommodation promotes self-motivated learning. You are encouraged to create and join study groups, general or subject focused. The RAs will assist in this wherever possible. Residents must be full-time University of Auckland students. Residents are expected to attend the lectures, tutorials and laboratory sessions for which they are enrolled.

## Our Residence engagement programme

We aim to provide a healthy, engaging living and learning environment for you to achieve the amazing. We encourage you to get involved in the life of the Residence.

Accommodation provides a strong, vibrant and multi-cultural activity programme. Along with key calendar events organised by your Accommodation team, there will be an opportunity for you to collaborate on events for you and your peers.

You will have fortnightly floor meetings with your RA which will focus on building strong connections and developing your skills and knowledge to be successful citizens. These meetings will be structured around topics and learning outcomes from our Waka of Wellbeing.

We also want to make sure you have fun and get to know the wider Residence as well. Some of the cornerstone events of our Residence-wide programme are:

- Housing 101
- End of Semester Event
- Cooking tutorials
- End of Year social formal
- 55 Symonds SPCA charity event

Always a highlight of the activities programme are the Inter-Residential | Tātāwhāinga ā-Wharenoho competitions between our many accommodation communities. We want 55 Symonds to have a brilliant reputation in this area!

### The Inter-Residential events | Tātāwhāinga ā-Wharenoho are:

- Volleyball
- Kī o Rahi
- Debating
- Basketball
- E-sports/Gaming
- 'Green Your Flat' Challenge
- Quiz
- Netball
- Futsal
- Talent Quest

## Student voice

### Residential Advisory Committee | Komiti Whakamāherehere Wharenoho

Accommodation operates a Residential Advisory Committee | Komiti Whakamāherehere Wharenoho (RAC). The RAC is made up of student representatives | Māngai Wharenoho Taurira from every Accommodation property as well as Resident Advisers and Management. The committee meet on a quarterly basis and provide valuable feedback and insight from the student perspective on the running of accommodation at the University of Auckland.

The entire 55 Symonds community will elect a Representative | Māngai Wharenoho Taurira to sit on the Residential Advisory Committee | Komiti Whakamāherehere Wharenoho. They will be commonly know as the 55 Symonds RAC Rep.

If you have any questions please email your Residential Experience Officer at: [residentialexperience@auckland.ac.nz](mailto:residentialexperience@auckland.ac.nz)

### Resident interest groups

In your hall we also encourage and support students to manage their own interest groups. Examples of these are our Rōpū Kakariki (green team), Rōpū Hauora (Wellbeing team), Rainbow group, philanthropic groups, music groups and more. See your Resident Manager, Resident Coordinator or Residential Experience Officer if you are interested in setting up or being part of an interest group.

### Your community, your events! – Resident Grant Scheme

This is your community and as such, it is important that you have the option to facilitate opportunities and events that meet your community needs. This is where the Resident Grant Scheme comes in!

The Resident Grant Scheme is an initiative where you as a resident can request event funding and support from your Accommodation team to deliver an event in your accommodation community. You can request funding between orientation week and study week.

### How does the Resident Grant Scheme work? The high-level process for the resident grant scheme is:

- You have a fantastic idea for an event and let your Resident Manager or Coordinator know!
- Your Accommodation team will support you in completing an application and letting you know the ways in which we can help;
- All ideas welcome as long as they are reasonable and able to be practically facilitated;
- Events will have to be on-site in Accommodation (sadly we are unable to support off-site events due to risk factors);
- The only criteria for events are they need to be:
  - Safe;
  - Inclusive and open to all;
  - Some educational aligned to the Waka of Wellbeing (Mind, Body, Spirit, Environment, Social);
  - Submitted on time (at least two weeks before facilitation);
- Accommodation staff will purchase and arrange for supplies, equipment, food, resources, and other items;
- You will host, facilitate and pack up your event;
- You will complete a brief post event reflection that can be used to help future residents maybe facilitate the same or similar event.

### Who reviews events?

All events are reviewed by a panel which consists of:

- Your Resident Manager – Chair
- Your Resident Coordinator
- Your Residential Advisory Committee student Representative(s)
- One Resident Adviser from your community
- The Ngā Wharenoho Residential Experience Officer

If you have a great idea or want to know more specifics contact your Resident Manager or Coordinator! We can't wait to see what special character you add to our community!



## We are a community

### Caring communities

By living on campus, you are part of a caring and supportive community. This means that we all look out for one another; we support one another and have respect for each other. Your Accommodation team work in partnership with you to help foster this community and ensure every member is OK. Our motto is: He waka eke noa! We are all in this together.

### Are you worried or concerned about a fellow resident?

There are times where you might be worried or concerned about a fellow resident, friend or community member. We encourage you to start a conversation. You don't need to be an expert to reach out – just a good friend and a great listener.

### Start a conversation with these four steps:

1. Ask R U OK?
2. Listen
3. Encourage action
4. Check in\*

\*Taken from [www.ruok.org.au](http://www.ruok.org.au)

We encourage you to report up to an Accommodation staff member if you are worried about anyone or you have not seen anyone for a while. You can do this by:

- Popping down and seeing reception on the ground floor
- Calling our 24/7 duty number: **+64 27 405 0442**
- Emailing the Residence: **55symonds@auckland.ac.nz**

### Have you seen any concerning conduct?

If you have seen behaviour that is concerning or would constitute misconduct please report this to an Accommodation staff member immediately using the duty number.

The Proctor is a primary reference point at the University for all matters relating to student conduct. Learn more about the University Proctor and find the form for reporting at <https://www.auckland.ac.nz/en/students/complaints-and-incidents/university-proctor.html>

## Living together




Learning to live together will be a huge part of your experience! So here are some helpful tips:

- Learn people's names, it makes them feel special
- Respect people's personal space, they will do the same for you.
- Clean up after yourself in common areas, a clean environment goes a long way.
- Be mindful when cooking and or preparing food, we all have different tastes.
- Think of others before making a lot of noise, whilst you may have a day off, someone may have an assignment to complete
- Remember to check in with each other, no one will be upset at you for simply asking "Hey, how are you going today?"

## Loneliness and homesickness

Loneliness and homesickness can affect any student during their academic year. By choosing to live in a Residence, you have already chosen one of the more effective strategies to deal with loneliness and to succeed at your studies. However, it can be easy to feel isolated even in a community.

### Here are some strategies that may help you overcome loneliness:

-  Sit in a common room or lounge, not in your bedroom. Watch some TV, play games or eat in a communal area to take the opportunity to meet others.
-  Get involved with organised activities, attend area meetings and look out for flyers or posters that announce events.
-  Talk to a member of the Accommodation team if you continue to feel lonely. They may not be able to fix the problem for you but are happy to listen and to try and help you to find the answers that will work for you. There are also professional counsellors and wellbeing groups on campus who are prepared to help students in a variety of ways.

## University zero tolerance policy

The University is committed to protecting the rights and dignity of members of the University community. The University does not tolerate any form of harassment, bullying or discrimination.

The University expects all students and staff to abide by the laws that protect against bullying, harassment and discrimination and to treat each other with respect, courtesy and consideration at all times.

## Consent

Whether you are in a long term or casual relationship, you and your partner deserve to be treated with respect.

Consent is a free agreement made together about any sexual situation or experience.

Consent is always agreed to in the moment. Having consented previously doesn't mean you consent in the future. Being married doesn't automatically mean there is consent.

Consent is not a contract. You can change your mind. If you are not comfortable with something you have a right for it to stop. It's OK to say stop.

It isn't consent if:

- You are drunk or drugged;
- Someone forces, threatens or coerces you in anyway – verbally, physically or emotionally.
- You are under 16 years old.

For more information visit: [auckland.ac.nz/en/students/student-support/personal-support/be-well/healthy-relationships/consent.html](https://auckland.ac.nz/en/students/student-support/personal-support/be-well/healthy-relationships/consent.html)

## Family violence – it's not OK

Family and relationship violence can take many forms including physical, psychological, sexual, financial or spiritual abuse. It can disrupt the ability to study or work and can negatively affect performance, effectiveness, safety and wellbeing. It can also impact colleagues, friends and other members of the University community.

The University is committed to being safe, inclusive and equitable. We affirm that family and relationship violence is unacceptable and that every person is entitled to respect, and to live free from fear and abuse.

See our Family Violence Policy and Family Violence Prevention and Management Guidelines for information about how the University provides reasonable support for students and staff affected by family and relationship violence.

For more information visit: [2shine.org.nz/get-help/helpline](https://2shine.org.nz/get-help/helpline).

## International student support

The University is committed to providing special support for our international students. The International Office and their team of trained advisers can help guide students and provide them with support to ensure you are well-informed, safe and properly cared for. For more information visit: [auckland.ac.nz/en/on-campus/student-support/personal-support/international-student-support.html](https://auckland.ac.nz/en/on-campus/student-support/personal-support/international-student-support.html)

## Financial support

Thinking about money can often be uncomfortable, especially if we are heading into financial hardship. We want you to know that we are here to support you. If you are experiencing financial hardship please do talk to your Accommodation team, we are able to assist you and refer you support services. The University also offers a range of financial support services, you can explore these on the University website: [auckland.ac.nz/en/study/fees-and-money-matters/financial-support.html](https://auckland.ac.nz/en/study/fees-and-money-matters/financial-support.html)

Tips to ensure you're financially successful in Accommodation:

- Have an honest conversation with your whānau or support network on your arrangements for paying your accommodation fees
- Apply for any StudyLink support you are entitled to early
- Create a budget for the year with your income and expenses
- Actively monitor and review your spending



## Theft and your personal responsibility

Living in a communal environment is great. However, sadly there are times when a guest or fellow resident might make the decision to steal or take items that do not belong to them. The University of Auckland does not take any liability for lost and/or stolen items. We encourage you to take personal responsibility for your items and recommend the following actions are taken to minimize any loss of items:

- Keep your bedroom closed and locked when you are not in it;
- Do not lend your keys and/or campus card to anyone else;
- Do not let anyone you do not know into the building;
- Do not leave your personal items unattended in communal spaces;
- Make sure you have personal contents insurance

## Residential Excellence Awards

Throughout the year, our accommodation communities achieve some amazing results. Our Residential Excellence Awards allow you, your neighbours and your Accommodation teams to nominate outstanding success in any of the following areas:

### Āwhina | Service:

**Subcategories:** PASS Mentors | Volunteering | Service to Accommodation & RAC Representatives

### Kotahitanga | Inclusion:

**Subcategories:** Championing disability inclusion | Championing Gender Equality | Championing Rainbow inclusion | Championing the removal of barriers

### Tiaki Taiao | Sustainability:

**Subcategories:** Communication | Partnering for Change | Sustainable practices

### Whanaungatanga | Community:

**Subcategories:** Community Spirit & Involvement | Global Citizenship | Leadership

Successful recipients are invited to the Residential Excellence Gala held annually in October every year! Keep an eye out for anyone you think should be recognised!



## University security services

The University of Auckland aims to provide a safe and secure environment for students, staff and visitors. Security officers proactively patrol the University grounds and respond with security services as required. They are trained and qualified to attend and manage all security incidents and emergency situations.

University security officers are dressed in black trousers, blue shirts with a white security logo and a name badge. Contracted security officers are dressed in black trousers, white shirts with a red Simply Security logo. All security will display a certificate of approval and staff identification.

### Accommodation patrols

University Security patrol the perimeter of Accommodation buildings in the evening and are on call to assist Accommodation staff with situations as they arise.

### Accommodation security cameras

To assist in keeping our environments safe, Accommodation have security cameras at entrances/exits, key thoroughfares and external areas. These cameras are monitored by University Security where the University owns the property or by the landlord of the property for University leased properties.

### Security services contact details

#### City Campus:

Security Control Room (24-hour)  
24 Symonds Street  
Phone: +64 9 373 7599 ext 85000  
Freephone: 0800 373 7550  
Email: [city.security@auckland.ac.nz](mailto:city.security@auckland.ac.nz)

#### General Library:

12 Grafton Road (Reception Desk level 1)

#### Grafton Campus:

Boyle Building  
5 Park Road (Main Lobby)  
Phone: +64 9 373 7599 ext 86081

## Health & safety on campus

The University is committed to providing a safe place to live and study. You are responsible for your own personal safety and making sure you do not put yourself or others at risk. For simple tips and contact details to help you stay safe on campus, visit: [auckland.ac.nz/en/health-safety-wellbeing.html](https://auckland.ac.nz/en/health-safety-wellbeing.html)

### Reporting concerns, accidents, near misses

Your Resident Manager is the designated Health and Safety officer for your Hall. If you see any behaviour that you think is unsafe, witness a near miss or an accident please report it to them. You can also report online any Health and Safety Campus or Hall incident by visiting: [auckland.ac.nz/en/health-safety-wellbeing/report-concerns-hazards.html](https://auckland.ac.nz/en/health-safety-wellbeing/report-concerns-hazards.html)

## Healthcare, accidents and first aid

If you are ill, you should report this promptly to a member of the Accommodation team. They will assist you where appropriate, especially if you might need medical attention. It is important to seek assistance for medical conditions before they become too serious, as illness can spread very quickly in a group living situation.

### Accidents, injuries and first aid

If you are involved in any form of accident or injury on-site, you must let a member of the Accommodation team know promptly. Each Accommodation staff member has undergone first aid training and, if present, can help with injuries on-site.

After the event you will be required to fill out an incident report, which is forwarded to the University Health and Safety department. This is an Occupational Health and Safety requirement.

If you call an ambulance for any reason, inform a staff member immediately so that they can ensure paramedics have access to the building and can be directed to the right area.

The University of Auckland's Health and Counselling service is also available to you Monday to Thursday 8.30am-6pm, Friday 8.30am-4pm during the academic year. Summer hours will vary slightly. Please note that students must be registered to use this service so be sure to sign up before you move in.

Outside of these hours, for 24-hour help, residents are advised to visit:

#### White Cross – Ascot 24/7

90 Greenlane Road East  
Greenlane, Auckland  
Mon–Sun: Open 24 hours  
09 520 9555

#### First aid kits

First aid kits are located at reception. Every Resident Adviser also has a first aid kit in their bedrooms for emergencies.

## Healthcare

If you're feeling unwell, let your Accommodation team know so that we can keep an eye on you and give you any assistance you might need. The University Student Health and Counselling service is found on level 3 of the Kate Edger Information Commons (building 315 on the City Campus map) on campus. The friendly team at reception can help you make an appointment with either a nurse, doctor or counsellor. The University provides Health and Counselling services across all of its Auckland campuses. You can find more information about the other campuses here: [auckland.ac.nz/en/on-campus/student-support/personal-support/student-health-counselling.html](https://auckland.ac.nz/en/on-campus/student-support/personal-support/student-health-counselling.html)

We also have physiotherapists on campus. They are located next to our University Health and Counselling service on level 3 of Kate Edger. Please email [info@universityphysio.co.nz](mailto:info@universityphysio.co.nz), see their website [universityphysio.co.nz](https://universityphysio.co.nz) or call +64 9 379 4717 for more info.

If you are an International student you have compulsory StudentSafe health and travel insurance from the Vero insurance company. It's a good idea to download the StudentSafe insurance policy (visit [auckland.ac.nz/en/on-campus/student-support/personal-support/international-student-support/health-and-travel-insurance/studentsafe-university-policy.html](https://auckland.ac.nz/en/on-campus/student-support/personal-support/international-student-support/health-and-travel-insurance/studentsafe-university-policy.html)) and read it carefully. It is useful to know what you are entitled to. For example, if you hire a car for a short trip, StudentSafe insures you.

### Supporting you through health issues

Accommodation cares deeply about your health and wellbeing. If you present with health issues while you are living on campus, Accommodation will support you in assessing the issue and determining the best way forward in partnership with you and assist you in making those appropriate connections you need to get well.

The support we can offer ranges from ensuring that you have meals in your room to connecting you with external support or calling an ambulance. There are times where it is not possible for Accommodation staff to join you on your way to a health provider, but where possible we will contact a nominated person and see if they will support you.

### Hygiene and hand washing

It is important we all maintain excellent hygiene practices when we are living in communal environments. Hand hygiene is particularly important. The Ministry of Health also recommends the following practice for Hand washing: Wash hands for 20 seconds. Dry hands for 20 seconds.

### Steps for clean hands

1. Wet your hands under clean running water. Use warm water if available.
2. Put soap on your hands and wash for 20 seconds. Liquid soap is best.
3. Rub hands together until the soap makes bubbles.
4. Rub on both sides of both hands ...
5. and in between fingers and thumbs ...
6. and round and round both hands.
7. Rinse all the soap off under clean running water. Use warm water if available.
8. Dry your hands all over for 20 seconds. Using a paper towel is best (or, if at home, a clean dry towel).

### Always wash and dry your hands ...

#### Before:

- Eating or preparing food.

#### After:

- Sneezing, coughing or blowing your nose (or wiping children's noses)
- Gardening (or playing outside for children)
- Having contact with animals
- Going to the toilet or changing nappies
- Looking after sick people.

### Cover coughs and sneezes

Some infectious diseases can be transferred in the air when an infected person coughs or sneezes. Examples include influenza, measles and chicken pox.

If you are unwell, avoid close contact with other people. Cover your coughs and sneezes to stop spreading the illness to other people.

- Cover your mouth and nose with a tissue when you cough or sneeze – then put the tissue in a bin.
- If you do not have a tissue, cough or sneeze into your elbow.
- Clean your hands after you cover a cough or sneeze.

## Ratonga Hauātanga Taura | Student Disability Services (SDS)

SDS provides support tailored to your needs. This includes advice and advocacy, as well as help with digital and physical access to the University. We also have a range of resources available to students in our dedicated study spaces. Contact us early so we can confidentially help you.

[disability.auckland.ac.nz](https://disability.auckland.ac.nz)

## Te Papa Manaaki | Campus Care

The team works with students to better understand their concerns and needs, streamlining interactions with campus services, and developing a plan that works in the best interests of each individual.

Students are assigned a single case manager or mental health case manager (dependent on your particular circumstances) who remains in contact and guides them through internal and external services that can support their needs. Students can be referred by others or reach out directly to seek advice.

[auckland.ac.nz/campus-care](https://auckland.ac.nz/campus-care)

## Student Wellbeing

Be Well offers a range of tools and information to help you care for your physical, emotional and spiritual well-being, so you can thrive during your time at University. Our focus is on proactive and preventative measures that promote health, reduce stress and enhance a sense of community and belonging – particularly through events and training sessions led by our Wellbeing and Equity Student Ambassadors.

[auckland.ac.nz/be-well](https://auckland.ac.nz/be-well)

## Student Hub

The Students Hubs are gateway to Waipapa Taumata Rau | the University of Auckland. They can provide guidance on a wide range of information and services including programme and course advice, navigating the University, library services, support options, and more.

### Student Hub online

Student Hub Online has answers to questions about the University — 24 hours a day, 7 days a week. You can search for the answer to your question, or browse the most common questions.

[uoa.custhelp.com](https://uoa.custhelp.com)

### Student Hub City Campus

Student Hub, City Campus is located at Te Herenga Mātauranga Whānui | General Library (5 Alfred Street, building 109 on the City Campus Map). It is open Monday-Friday 8am-8pm, Saturday and Sunday 9am-5pm.

Visit Student Hub, City Campus now, or simply see the University website for more information on the support and services the University offers.

[auckland.ac.nz/en/students/student-hubs.html](https://auckland.ac.nz/en/students/student-hubs.html)

# Sustainable living

We are committed to being a sustainable campus and supporting you in being environmentally friendly. Accommodation has worked hard over the years to ensure our buildings are as efficient as possible, and you have a living environment that supports responsible environmental and sustainable practices. This requires everyone to work in partnership, so we need your help.

## Sustainability tips:

Below are some tips on how you can work with us to be environmentally responsible:



### Sustainable study:

- Think before you print, and print only if it is essential
- Use electronic rather than paper-based filing systems for all projects
- Design documents to minimise paper use by reducing the size of the margins
- Collect single-sided paper and re-use it for notes and drafts
- Use double-sided printing and photocopying modes wherever possible
- Recycle paper that has been used on both sides



### Transport & and reducing your carbon footprint:

- You're living on campus! Take the opportunity to get some exercise by walking, jogging or cycling to and from the University.
- Support public transport by catching a bus, train or ferry, wherever possible.
- If you have no choice but to use a car try sharing a ride with friends and family
- Take part in tree planting activities – get a group of friends together and set up your own group or join an existing one to help plant and nurture native plants



### Conserve energy:

- Turn off the lights that aren't needed in your room and flat, especially when you leave
- Turn off computer screens that are not in use, make sure that energy-saving modes are operating on all types of electronic equipment.
- Make sure appliances (such as TVs) are turned off when not in use



### Save water:

- Use a cold water wash cycle whenever possible.
- Try showering for four minutes or less
- Put in the plug in the sink when you want to rinse something.
- Turn the tap off when you are soaping your hands.
- Turn the tap off when you brush your teeth
- Make sure you do full loads of laundry in the washing machine
- If there is a leaky tap – tell an Accommodation staff member who will organise for maintenance to fix it.

# SUSTAINABLE DEVELOPMENT GOALS



### Reduce your waste sent to the landfill:

- Think before you buy, use or waste and re-use whatever you can, avoid unnecessary consumption.
- Choose products that are more durable, have recyclable or compostable packaging, and have fewer environmental impacts
- Think about your everyday habits, can you carry with you a keep cup, drink bottle or other reusable item?
- Can you carry reusable shopping bags with you?
- Choose products with minimal, recyclable packaging.
- Avoid highly packaged foods and beverages.
- Avoid replacing products that are still functional
- Repair, rather than replace, repairable items
- Reduce your food waste, compost where you can and don't make or purchase more than you can finish
- Ensure you recycle effectively – do not contaminate the recycling bins with incorrect items

If you have other tips and tricks, please let your Accommodation team know, otherwise you can learn more about what the University is doing on our website: [auckland.ac.nz/en/about-us/about-the-university/the-university/sustainability-and-environment.html](https://auckland.ac.nz/en/about-us/about-the-university/the-university/sustainability-and-environment.html)

## United Nations Sustainable Development Goals

The University of Auckland supports the United Nation Sustainable Development Goals (SDGs). Throughout the year Accommodation and the wider University will be providing further information and programmes on how you can support and get involved with the SDGs. This is in conjunction with our Waka of Wellbeing framework. If you would like to get involved and organise opportunities for your fellow Residents to learn more about the SDGs please let your Resident Coordinator know or the Residential Experience Officer.

For more information on the SDGs, visit [sdgs.un.org/goals](https://sdgs.un.org/goals)



# Te noho ki Tāmaki Makaurau

## Living in Auckland

### Working in Auckland

The Career Development and Employment Services team (CDES) can help you look for a job. CDES manage CareerHub, a great resource for finding work, and they can help you with CV writing, and working on interview skills. We encourage all students to become familiar with this great University service. You can find them at [auckland.ac.nz/en/students/student-support/career-development-and-employability-services.html](https://auckland.ac.nz/en/students/student-support/career-development-and-employability-services.html)

Student Job Search is also a good way to find jobs during semester and over the summer. To register with them you need your current student ID card and your passport. Find out more at [sjs.co.nz](https://sjs.co.nz)

International students may be able to work up to 20 hours a week during the academic year. In order to work, you must have a 'Variation of Conditions' on your Student Visa or Permit. You can ask more about your Student Permit at the International Office on campus. Some Study Abroad or Scholarship students are not allowed to work during their time here so please remember to check before you apply for any jobs.

### Staying active in Auckland

#### University recreation

Accommodation charges include a membership to the University Recreation Centre. To activate your pre-loaded membership head straight to the Recreation Centre with your Campus Card. The University gym is located at 70 Stanley Street, and offers an expansive gym floor with modern and functional equipment, group fitness classes and a cycle studio. We have qualified fitness instructors available to support your fitness journey no matter what level or ability you are. The Mind Body studio located on Level 2 is home to yoga, barre and reforma pilates classes as well as low impact cardio and weights equipment. Additional programmes and services are also available such as dance, Boxfit, self-defence, personalised programmes and much more.

The interim sports courts are located on 5-7 Wynyard Street. These courts will home to University sport while the new Sport and Recreation Centre is being built at 17 Symonds Street.

The University also has an amazing sports programme, featuring social sports, interfaculty sports, tertiary sports and support for high performance athletes.

The new recreation facility on Symonds Street is estimated to open in late 2024. This new home for sport and recreation will provide state-of-the-art equipment, indoor pool, enhanced studios and much more.

Please see the Sport and Recreation website for further information [auckland.ac.nz/en/on-campus/facilities-and-services/sport-and-recreation.html](https://auckland.ac.nz/en/on-campus/facilities-and-services/sport-and-recreation.html)

### Recreation in the area

All of our residences are located within walking distance of the Auckland Domain, which is also home to the Auckland Museum and the Domain Wintergardens. Auckland Domain has several nature walks that showcase the native forest of the surrounding area, along with grassy fields and shady trees, perfect for an outdoor recreation or study spot.

Mission Bay, a popular beach area, is just around the corner via bus and is a great place to go for ice-cream or frozen yoghurt.

### Eateries in Auckland

Our residences are located within walking distance of the Auckland CBD and Viaduct which offers dining alongside beautiful views of the Waitamata Harbour and entertainment courtesy of Holey Moley. There is also a mall on Queen Street which offers arcade style entertainment and a movie theatre.

The residences are also close to Ponsonby and Karangahape Road (affectionately known as K Road), which both offer a wide variety of good cafes, restaurants and bars.

Keep an eye on the Auckland Council website, [aucklandcity.govt.nz](https://aucklandcity.govt.nz), for seasonal events such as the Night Noodle Markets, Art Week and other festivals. There are also plenty of food, arts and crafts markets on most weekends scattered around the wider Auckland area. There is also plenty to do in the wider Auckland region if you want to go exploring on your weekends! The tourism 'i-site' near the Viaduct can provide you with brochures and local recommendations. Alternatively you can check out the Auckland Tourism page for inspiration: [aucklandnz.com/visit](https://aucklandnz.com/visit)

### Insurance for students

Students should remember that they are not covered by any University insurance policy. Consider taking out contents insurance and ensure your property is stored safely and securely at all times. Remember to always lock your door. In New Zealand, ACC (accident compensation corporation) covers all injuries sustained in an accident, but you should still consider taking out medical insurance as ACC won't cover any medical problems not caused by an accident. We strongly recommend that international students take out travel insurance to ensure peace of mind during their time here. As stated in the Rules and Regulations, "the University expressly disclaims any liability for loss or damage to the property of a resident, or the property of any guests of a resident."

### Personal safety

New Zealand has an international reputation as a safe and friendly country, but you should still take all the security precautions you would take anywhere in the world.

### Emergency services

The number for the emergency services (police, fire and ambulance staff) is **111**. Only use 111 to call the police when a crime is being committed or if life is at risk. Please also inform Accommodation staff if you have done this. For non-emergency calls (such as when a burglary has already been committed and the burglars have gone), call **105**.



### Essential safety advice

- Make it a habit to lock your door whenever you're out of your room.
- If you are walking home at night, go in a group and keep to well-lit streets or consider taking a taxi.
- Register your phone with the operator and if it is stolen ask them to ban the SIM card immediately.
- Take care when using ATM machines late at night. Do not walk away from the machine carrying your cash in full view.
- If your credit and cash cards are stolen, inform the card provider immediately. Do not wait until you get home.
- Never write your PIN down.
- Do not carry large amounts of cash on your person, or store large amounts in your room.
- Keep your valuables stored in a safe place, out of view.
- Keep your home secure by locking all windows and doors.
- Take out contents insurance so that you can replace your items in case of theft.
- Backup work on your computer regularly. Keep the backup hard drive in a special place, so that you don't lose vital work if your computer is stolen.
- Make photocopies of your passport photo page, airline tickets, and other important documents you have, in case of theft. Keep these in a different place from the actual documents. It's also worth scanning these and sending them to yourself so you have an electronic copy in your email account.



## Places of worship

There are many different places to worship in Auckland if you are religious. Places of worship such as the MacLaurin Chapel and Muslim prayer spaces, are available on or near campus, and on-campus groups provide fellowship for students from most major religions ([auckland.ac.nz/spirituality](http://auckland.ac.nz/spirituality)).

## Shopping in Auckland

### Grocery shopping

Auckland has a wide range of supermarkets such as New World, Countdown and Pak'n'Save that stock everyday groceries. For those with kosher or Halal dietary needs, there is information available online: [ahc.org.nz/kosher-kiwi](http://ahc.org.nz/kosher-kiwi) or search 'Halal' in the search bar of the University website ([auckland.ac.nz](http://auckland.ac.nz))

There are two Countdown supermarkets near our University residences. The first, Countdown on Quay Street is open 7am-10pm — you can catch the Inner Link Bus to get to it. The second is inside the Westfield Mall in Newmarket (open 7am-10pm daily). Again, you can take the Inner-Link or Outer Link bus to get there.

Around the city there are Asian food supermarkets (such as Lim Chhour on K Road), which are great places to buy cheap produce and specialty goods. You can also find Parnell Markets open on Saturdays from 8am-1pm.

Dairies are small convenience stores. There are many dairies close to the Residences. While they also sell a range of things, including essential items, they generally are more expensive than supermarkets.

The tap water in Auckland is safe to drink, which eliminates the need to buy bottled water.

### Retail shopping

Auckland has a wide variety of shopping centres and stores to satisfy all your retail-therapy needs. Within walking distance of the University residences is the newly developed Commercial Bay precinct, which has a range of stores that stock both basics and luxury garments. Newmarket is just a short bus or train ride away and also offers a wide range of retail shops in addition to rooftop dining options.

Other major shopping centres within bus or train distance include Sylvia Park and Westfield Malls in Newmarket and St. Lukes. These offer a huge range of stores, from specialist goods to essentials such as The Warehouse and Kmart. Normal business hours in New Zealand are 9am-5.30pm Monday to Friday. Most shops are also open over the weekends.

You will need to carry around your passport or other forms of legal ID as proof of age if you want to enter bars or buy alcohol. Alternatively (and a lot more safely), you can also get 18+ ID cards by applying through the Post Office. They cost \$20 and you will need to get your signature witnessed by a Justice of the Peace.

## Transport

Public transport is managed by Auckland Transport, an Auckland Council controlled organisation. Train, bus and ferry services are called AT Metro. AT Metro train and bus services depart from Britomart Transportation Station and Bus Terminal, located on the corner of Customs Road and Queen Street Downtown, as well as on Symonds Street.

The Inner and Outer Link buses stop on Symonds St near the K Road intersection. This service provides transport to many main attractions, shopping areas and entertainment venues around central Auckland. Downloading the AT Mobile app is a good idea as it has useful updates about transport options and traffic in and around Auckland.

The City, Grafton, and Newmarket campuses of the University of Auckland are within a 10-15 minute walk from the residence.

Public e-bicycle and e-scooter sharing services are very popular and used widely around Central Auckland. If you choose to use these services please follow all health and safety guidelines outlined in the app and ensure that you leave any bikes or scooters outside of Accommodation property so that they remain accessible to non-residents using the service. Only registered, personal bicycles and scooters can be stored in Accommodation designated bicycle storage areas. At no time can battery operated transport be inside any University buildings as this poses a safety and security risk.



# Departures

At the end of your Residential Agreement you will need to depart the residence. To prepare for departing the residence you will need to work closely with your Accommodation team to make sure that all of the correct steps are followed.

Generally you will need to provide a departure date, arrange a room inspection, tidy and clean your room, settle your account and hand back your keys. More information will be given to you at least one month prior to departure from the residence.

Check out on the last day of your Residential Agreement needs to be completed by 10am, unless otherwise arranged.

## End of year Accommodation references

Accommodation does not provide written flatting references for you. If you would like Accommodation to be a verbal reference for you when applying for private accommodation, please do let your Receptionist, Resident Coordinator or Resident Manager know before putting their name and number down.

## Planning for your departure is as easy as 6 easy steps:

- 1 Let us know your departure information**
- 2 Make sure you Accommodation account is at \$0.00 balance**  
If you have credit let us know.
- 3 Update your contact information with your next address**  
(SSO, Banks, StudyLink etc)
- 4 Prepare for your departure**  
*Clean your studio*
  - Leave behind all University provided items
  - Remove all personal items
  - Dispose or donate any unwanted items
  - Clean your room
    - Wipe down walls and surfaces
    - Vacuum your floor
    - Clean your windows
  - Clean your kitchen and remove all of your food and personal items
  - Clean and defrost your fridge/freezer
  - Clean your rangehood and vent
  - Clean your bathroom
- 5 Complete your room inspection & hand in key(s)**
- 6 Say “E noho ra / Goodbye” to your friends and Accommodation team!**

# Comments, complaints and compliments

## Introduction

We are always committed to providing you with the highest quality service and continual improvement in best practices that relate to student accommodation. We want you to be satisfied and feel supported with our service and we want to know what you think about us. We are also focused on being compliant with all legislative frameworks that apply to Accommodation | Ngā Wharenoho. If you have a suggestion on how we can improve, or believe we have breached any standards, then please tell us. If you're happy about any part of our service, we'd like to hear about that too!

Occasionally things can go wrong. If you are dissatisfied with any aspect of our service, then please let us know. We take complaints very seriously and will deal with them as quickly as possible. We want to improve our services by building on our successes and learning from our mistakes.

## Accommodation compliment and comment management

Accommodation | Ngā Wharenoho welcomes all compliments and general comments on our service. When compliments and/or comments are received the staff member who receives it will pass it onto the team or individual that it is about. Our staff will be celebrated for their successes.

### How to provide and compliment or comment

It is hoped that most compliments and comments can be provided informally directly to the member of staff or team involved. If you would like to email through your feedback you can email [accom@aukland.ac.nz](mailto:accom@aukland.ac.nz), or the individual team/residence.

## Accommodation complaint management

All complaints received are taken very seriously and will be dealt with immediately where possible. We empower all Accommodation | Ngā Wharenoho staff and our partners to attempt to resolve most complaints. If your complaint cannot be resolved at this stage, it will be forwarded to a senior member of the Accommodation | Ngā Wharenoho Leadership team.

When investigating a complaint, a staff member will:

- Gather and analyse all relevant information, clarifying any confusion which may have occurred
- Decide on appropriate action to resolve the complaint
- Where possible discuss the issue with the member in an informal setting
- When necessary regularly update the student on progress of an investigation until the matter is finalised/resolved
- Report back/up to any related Government body or their delegated agency

### How to make a complaint

It is hoped that most complaints can be resolved informally directly with the member of staff or team concerned. If your complaint relates to hall/residence matters (such as pastoral care, events, cleaning, catering or maintenance issues), please contact your Resident Manager in the first instance. Should you have concerns relating to our application process or external accommodation advisory please see the Manager – Accommodation Solutions.

If you are still unsatisfied If you are unable to resolve your issue informally, you should contact [accom@aukland.ac.nz](mailto:accom@aukland.ac.nz) so they have a chance to put things right.

Thereafter, if you are still not satisfied with how your complaint has been handled, you can escalate your complaint to the Associate Director (Accommodation) for Campus Life, Aimee MacAskill at [accom@aukland.ac.nz](mailto:accom@aukland.ac.nz)

You can report any complaints or possible breaches of the code of practice for pastoral care by completing the form below:

[forms.aukland.ac.nz/en/public/campus-life/accommodation-complaints-and-feedback.html](https://forms.aukland.ac.nz/en/public/campus-life/accommodation-complaints-and-feedback.html)

Please note that Accommodation | Ngā Wharenoho is required to keep a log of all complaints/breach of the code of practice for pastoral care.

## Further information

For further information you can refer to the below:

### University of Auckland:



[Accommodation | Ngā Wharenoho Residential Rules](#)



[Complaint or feedback on University service delivery](#)



[University of Auckland Code of Conduct](#)



[Resolution of Student Academic Complaints and Disputes Statute](#)

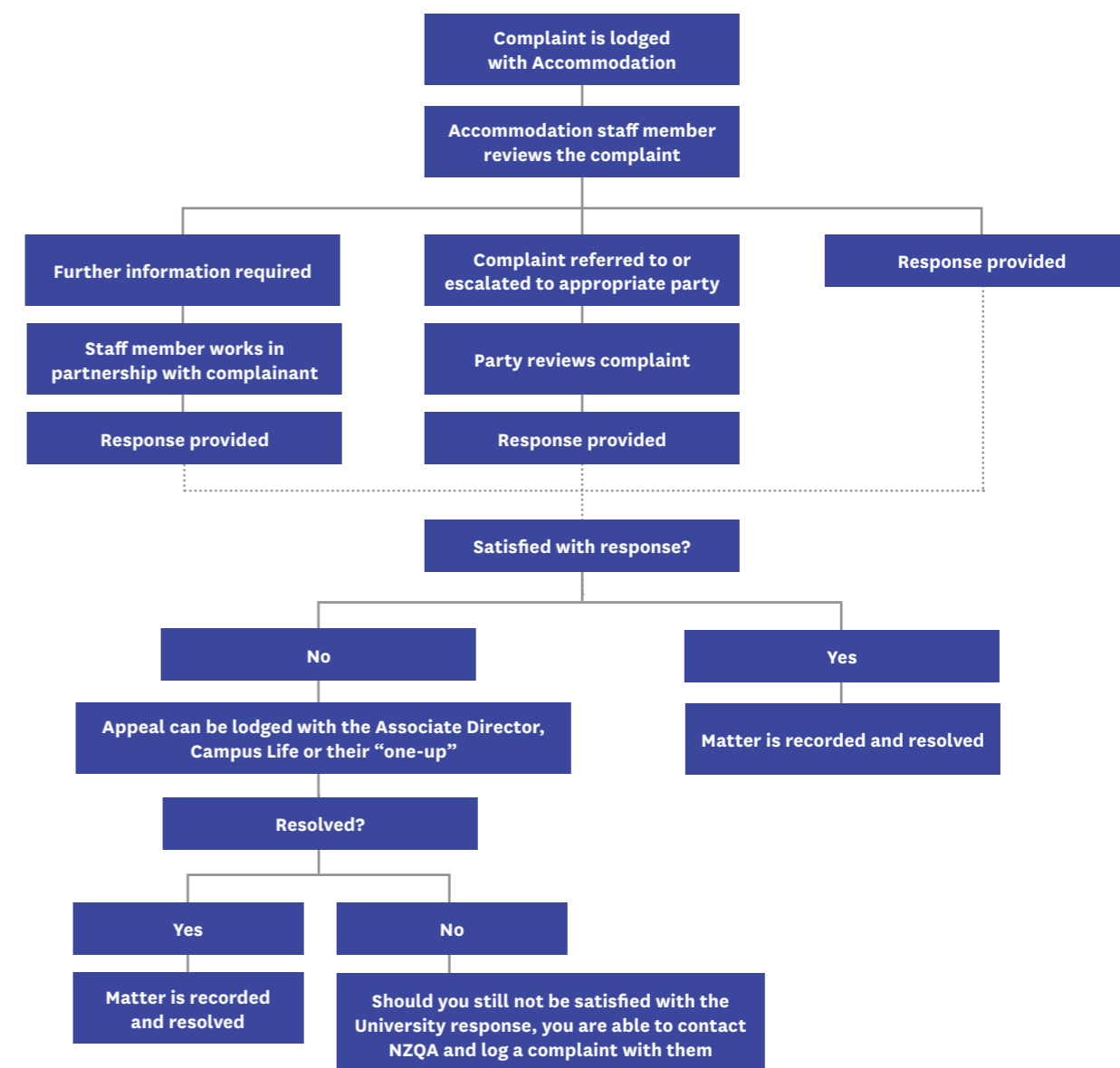


[University of Auckland bullying, complaints, dispute resolution](#)



[Code of Practice for the Pastoral Care of Tertiary Students](#)

## The complaint process



# Conduct & Residential Rules

## Residential conduct process

### Introduction

Members of the University's Residential Community are responsible for their own actions as well as the actions of their guests. It is the expectation of the University that each resident will respect all other residents and their property and the residential environment. However, some members of the community may, either by error or intent, violate community standards or push/test boundaries. As these situations occur it will be necessary to hold these members accountable for their actions. It is the intent of the University to approach these violations from an educational perspective, when appropriate. However other sanctions or requirements may be necessary to ensure that the Residential Community continues to be a positive and supportive community, conducive to growth and academic achievement. It is the responsibility of each student to be aware of Residential Rules and expectations the University has for residents.

### Conduct process steps

Residents who violate Residential Rules will be subject to a conduct process. The Resident conduct process typically occurs as follows:

#### 1. Incident report or formal complaint

Incident reports regarding alleged violations of the Residential Rules are submitted by staff members. Any community member may report an incident by submitting a written account of the incident to an Accommodation staff member.

#### 2. Investigation and request for information

The Resident Manager or Resident Coordinator review the report. After the review, staff will either close the case with no action deemed necessary or conclude that a potential violation may have occurred and a conduct meeting or request for more information is necessary.

### 3. Conduct meeting

If a conduct meeting is necessary, any one of the following may occur:

- The Resident Manager or Resident Coordinator will manage the meeting and process
- Cases involving allegations or serious violations or continued repeated offenses may be referred up to the Head of Operations – Accommodation and/or the Associate Director (Accommodation), Campus Life
- Cases may be reported to the University Proctor
- Cases may be also heard by the University Student Discipline committee, if deemed appropriate by the Associate Director (Accommodation), Campus Life

The appropriate conduct meeting forum is determined by a member of the Accommodation management team.

The Resident will receive notice via email through the student's preferred email listed in SSO or phone call to their listed cell phone. Notices include information about who will be present at the meeting, a brief outline of the incident, and the date, time and location of the meeting. If a Resident chooses not to attend the meeting, the designated manager will review all of the available information in their absence and determine a response in conjunction with the Head of Operations – Accommodation.

Attendance is important at these meetings, therefore if a Resident cannot attend due to an academic conflict or other significant engagement then they will need to reschedule as soon as possible with the relevant manager.

The conduct meeting will serve as an opportunity for the Resident to share their perspective of the incident and any other relevant information and for staff to engage in a conversation about appropriate community living here at the University of Auckland.

During the conduct meeting the manager will introduce the situation, outlining the incident, why a conduct meeting has been called and the relevant Residential Rules that have been broken and asking for the resident's version of events. The resident is welcome to bring a support person and/or residents that may have been involved in the incident in question but not noted on the report.

After the meeting the manager will go away and think about the evidence given and then make a judgement. The resident will be invited back to hear the decided outcome of the incident and any sanctions that may be issued.

### Sanctions

Sanctions that may be issued at the Residence level by a Resident Coordinator include:

- Verbal warning
- Community Service
- Monetary fines or donation to an approved charity up to \$100
- Alcohol / Drug education
- Counselling and/or health services evaluation
- Educational project
- Cost recovery

Sanctions that may be issued at the Residence level by a Resident Manager include those of the Resident Coordinator, with the addition of:

- Written warning
- Community Service
- Monetary fines or donation to an approved charity up to \$200
- Room reassignment
- Restriction of privileges
- Guest bans
- Behaviour agreements

Sanctions that may be issued at the Residence level by the Head of Operations – Accommodation include those of the Resident Manager, with the addition of:

- Transfer to another University operated or affiliated Residence
- Exclusion from the Residence
- Recommendation for eviction from the Residence to the Associate Director – Accommodation
- Monetary fines or donation to an approved charity up to \$1500
- Referral to the Associate Director – Accommodation

Sanctions that may be issued at the Residence level by the Associate Director (Accommodation), Campus Life include those of the Head of Operations – Accommodation, with the addition of:

- Immediate emergency eviction from University Accommodation
- Eviction from University Accommodation
- Trespass orders for University Accommodation
- Referral to the University disciplinary committee managed by the Proctor

The Head of Operations – Accommodation has the power to take disciplinary action as outlined in the University Statutes (refer: University Statutes / Statute for Student Discipline, clause 3(g)).



## Appeal of decisions

A Resident can appeal the outcome of a conduct meeting. However, students wanting to appeal an outcome are encouraged to first speak with the deciding Manager. If a student wishes to have an appeal they must contact the Associate Director (Accommodation) Campus Life in writing within five days of receiving the notification.

Residents may appeal based on one of the following:

- Lack of due process followed
- The severity of the sanction
- New and substantial information, not available at the time of original conduct meeting which is now available

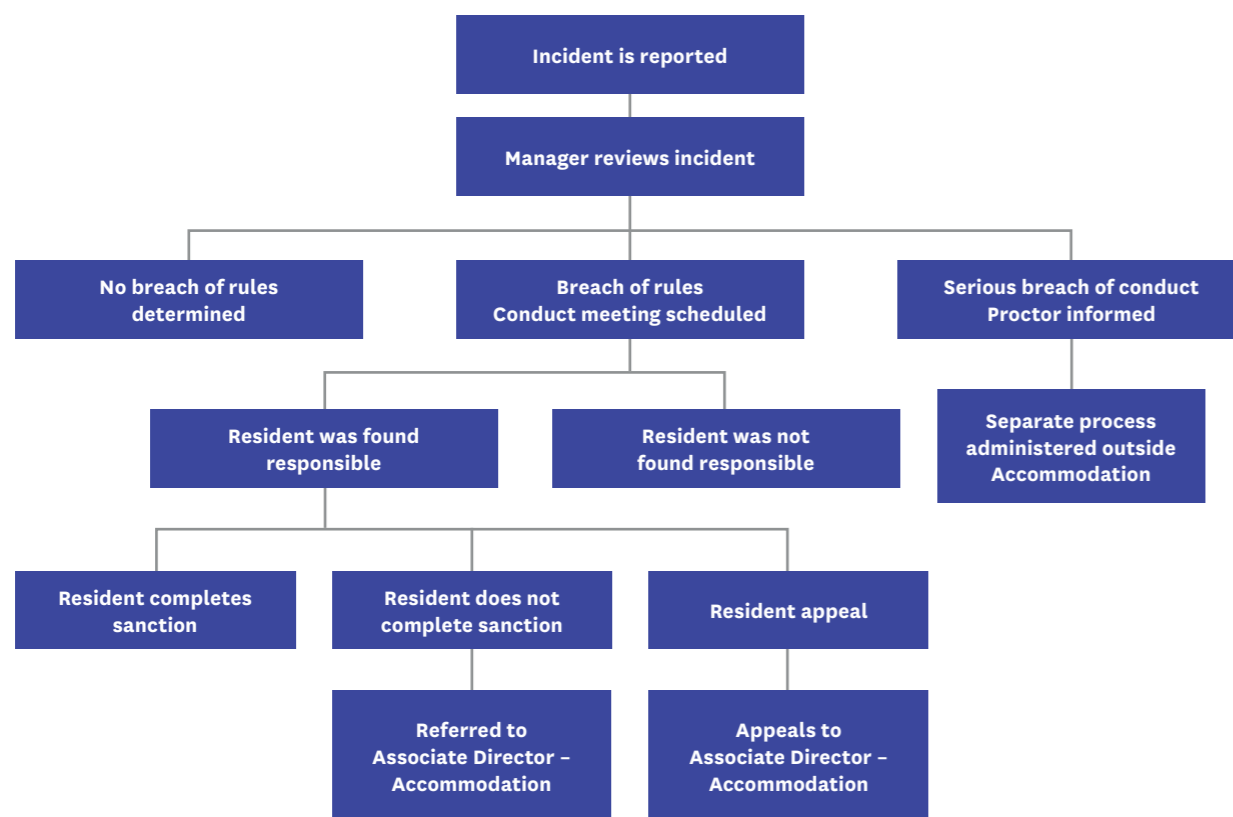
The Associate Director (Accommodation) will review the information and the process undertaken and give a final decision. Where the sanction involves a decision made by the Associate Director (Accommodation) the Director of Campus Life or their nominee will undertake the appeal review.

The appeal may result in one of the following:

- All findings and sanctions of the initial conduct meeting are upheld
- Findings and/or sanctions will be modified as deemed appropriate
- Additional sanctions may be enacted in light of new information discovered during the appeal process

Only one appeal of the outcome of a conduct meeting may occur. Residents are not afforded multiple appeals for a decision.

## The residential conduct process





## 2024 TURE WHARENOHO | RESIDENTIAL RULES WHARENOHO HORAKAI KORE | SELF-CATERED RESIDENCES

These rules are based on many years of experience in managing student accommodation. They are designed to ensure that the community life in accommodation is maintained and that an environment exists that is conducive for everyone to study, to sleep and to have positive social experiences. The underlying principle is consideration for others, particularly with regard to noise levels.

The Residential Rules form a part of your Residential Agreement. These rules apply to 55 Symonds, Carlaw Park Student Village (Nichols & Stuart McCutcheon House), Goldies Homestead, Te Tirohanga o te Tōangaroa, and Waikohanga House. By signing the residential agreement, you agree to abide by these rules.

The 2024 Residential rules are in effect from 1 January 2024 through 31 December 2024. If you have any feedback or clarifying questions about the Residential Rules please address these to the Head of Operations – Accommodation and email [residentialexperience@auckland.ac.nz](mailto:residentialexperience@auckland.ac.nz).

### 1. DISCIPLINARY AUTHORITY, FINES AND LEVIES

- CONDUCT MANAGEMENT PROCESS
- DISCIPLINARY FINES
- LEVIES
- RIGHT OF ENTRY

### 2. BEHAVIOURAL RULES

- GENERAL BEHAVIOURAL RULES AND UNIVERSITY CODE OF CONDUCT
- BULLYING, HARRASSMENT, HARMFUL SEXUAL BEHAVIOUR AND DISCRIMINATION
- IT ACCEPTABLE USE POLICY
- NOISE
- PARTIES & EVENTS
- OBSTRUCTION

### 3. ALCOHOL, DRUGS AND SMOKING

- ALCOHOL
- DRUGS
- SMOKING

### 4. PROPERTY AND BUILDING

- DAMAGE
- PESTS
- PETS
- FURNISHINGS
- RUBBISH & RECYCLING
- CAR PARKS
- STORAGE
- EXCESSIVE ENERGY USE
- SUBLETTING/REASSIGNMENT

### 5. SAFETY AND SECURITY

- SAFETY RULES
- KEYS & SECURITY TAGS
- EMERGENCY EVACUATION
- INSURANCE
- HEALTH & SAFETY
- CONCERNS ABOUT YOUR SAFETY AND/OR WELLBEING

### 6. LEAVING THE RESIDENCE

- OVERNIGHT/WEEKEND ABSENCE
- VACATING YOUR ROOM AT THE END OF YOUR RESIDENTIAL AGREEMENT

### 7. CANCELLING YOUR RESIDENTIAL CONTRACT

### 8. GUESTS/VISITORS

- GUESTS
- OVERNIGHT GUESTS

### 9. SPECIFIC RESIDENCE RULES

### 10. CHANGES TO RULES

## 1. DISCIPLINARY AUTHORITY, CONDUCT MANAGEMENT PROCESS, FINES AND LEVIES

The rules are formulated with a view to the safety and welfare of residents, consideration for the needs of others, and the protection of property.

The rules are intended to benefit all residents. However, the expectations of you outlined in the rules should not be seen as an exhaustive list. In becoming a resident, you become a member of the residential community and accept the responsibilities and obligations of being a good neighbour and citizen, whether or not they are detailed in the rules.

If you fail to comply with these rules and any updated or variation of them which is notified by management at your residence, it will constitute a failure by you to comply with the provisions of your Residential Agreement and may lead to disciplinary action against you, including termination of your right to reside in the residence.

You must at all times comply with these residential rules, the policies of the University of Auckland and all New Zealand law. This includes additional rules and regulations implemented by the Head of Operations - Accommodation and the members of the Accommodation Management team and/or any duly authorised agent of the University.

The Head of Operations - Accommodation or their designated authority has the power to take disciplinary action as outlined in the University Statutes (refer: University Statutes / Statute for Student Discipline, clause 3(g)).

## CONDUCT MANAGEMENT PROCESS

Accommodation will follow a conduct management process should there be a breach of residential rules, or other conduct matters that require attention. You can refer to the Accommodation conduct management process here: [Accommodation Conduct Process](#)

You can appeal outcomes of a conduct process to the Associate Director, Campus Life (Accommodation) if you believe that you have been unfairly treated or the process has not been followed.

Address all appeals to the Associate Director, Campus Life (Accommodation)

Email: [accom@auckland.ac.nz](mailto:accom@auckland.ac.nz)

## DISCIPLINARY FINES

- The Head of Operations - Accommodation, or their delegate, has authority to impose disciplinary fines on you.
- The Head of Operations - Accommodation can impose fines of up to \$1500 on you if you breach the rules. You are expected to pay on receiving the notification of the fine, unless you make some other arrangement with the Head of Operations – Accommodation or their delegate person(s).

## LEVIES

- You are responsible for your own actions, and you have a collective responsibility to the residential community.
- Cost recovery levies can be imposed on each resident for costs incurred to repair damages/losses that cannot be attributed to a resident or group of residents, with the cost of repair or replacements attributed equally to those residents on a floor or the residence as a whole. Such levies cover the replacement of stolen or lost property, such as cutlery and crockery from the Dining Hall, and repairs to items such as broken windows and damaged furniture.
- It is therefore in your own interest to discourage and to report any actions that might lead to cost recovery levies being imposed.

## RIGHT OF ENTRY

The Head of Operations - Accommodation, delegated staff or other duly authorised persons (including contractors) may enter your room at any time for any of the following reasons:

- If there is an emergency or there is reason to believe somebody is in clear or imminent danger.
- If there has been a breach of the rules by you or a guest.
- If there is external requirement for maintenance on the facilities.
- To perform maintenance in response to a request from you.
- For the purposes of routine inspection at all reasonable hours of the day.
- Where possible, you will be given at least 24 hours' notice of any inspection. There may be instances where it is not possible to give notice.
- Unless life safety is at risk, before keying into a room the staff member will knock and announce themselves loudly and wait 20 seconds for a response.

## 2. BEHAVIOURAL RULES

### GENERAL BEHAVIOURAL RULES AND UNIVERSITY CODE OF CONDUCT

As members of the University of Auckland community, we all agree to behave in ways that make our University community safe, inclusive and equitable for all. The University of Auckland Code of Conduct sets out the University's expectations of the standards of behaviour of all members of the University community. Refer to: [University Code of Conduct](#)

- In line with the code, you must not act in an insulting or threatening manner towards any resident or staff member.
- You are expected to respect the rights of others in the hall community and to act in a supportive, responsible manner.

- You may not enter another resident's room without their expressed permission.
- If you are party to any offence under these rules committed by another resident or guest, you shall be liable to be charged with the same offence and be subject to the same disciplinary proceedings. [Note: In this clause 'party' includes any resident who in any way aids, assists, counsels, procures, or encourages another to commit an offence under these rules.]
- As a Residential Agreement signatory, you are responsible not only for your behaviour but that of your partner, children, and guests. This includes any actions which may threaten the safety and wellbeing of residents, their guests, staff members, and/or the property, which may result in the termination of your residency.
- Criminal acts will be reported to the Police.

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### **BULLYING, HARASSMENT, HARMFUL SEXUAL BEHAVIOUR AND DISCRIMINATION**

Bullying is any repeated unreasonable behaviour that is directed towards a person, or group of people, that can lead to physical or psychological harm. This includes cyberbullying. Harassment is unreasonable or unwelcome conduct that is offensive, humiliating or intimidating to any other person and is either repeated, or of such significant nature that it has a detrimental effect on the person, their performance or their work and study environment. It includes gender-based, racial, and sexual harassment.

Discrimination can occur when a person is treated less favourably than another person, in the same or similar circumstances, because of a prohibited ground such as their sex, colour, religious belief, race, marital status, ethnic or national origins, family status, ethical belief, sexual orientation, political opinion, age, employment status or disability.

Harmful sexual behaviour including sexual harassment, sexual assault, and bullying of any kind, undermines safety and respect, and may be a breach of the University's bullying, harassment, and discrimination policy.

Harmful sexual behaviours can be defined as:

- any unwanted sexual behaviour towards another person
- anything sexual without consent
- sexual violence can occur:
  - physically (e.g. rape and assault)
  - verbally (e.g. saying something of a sexual nature to another person without their consent)
  - visually (e.g. making another person watch porn without their consent)
  - online (e.g. sending another person sexual messages or images without their consent).

Harmful sexual behaviours can include, but are not limited to:

- sexual harassment
- sexual assault (including rape)
- incest
- bestiality
- any form of unwanted sexual advance
- request for sexual favours
- any other unwanted behaviour that is sexual in nature.
- New Zealand Sexual Violence Laws
- The 1961 crimes act defines sexual violation into two parts:
  1. Rape (penetration of the genitalia by a penis without consent)
  2. Unlawful sexual connection (includes the penetration of one person by another person by genitals, fingers or objects without consent).
- Sexual violation (rape and unlawful sexual connection) are as serious as each other and if someone is charged and found guilty of either, they can have a penalty of a maximum of 20 years in prison.

People can't legally consent to sexual activity when:

- they are stupefied (too drunk or too high/too intoxicated)
- they are unconscious or asleep
- they are under 16 years old
- they are forced, coerced, threatened, or pressured into sexual activity or into saying yes to sexual activity.

Bullying, harassment of any kind and discrimination have no place within the University or a residential community.

- You may not behave towards other residents or staff in any way that may constitute harassment, bullying or discrimination.
- Any serious incidents of harassment, bullying or discrimination may lead to the immediate termination of your residency.
- Harassing behaviour may take the following forms (but is not limited to):
  - Offensive jokes

- Expressing stereotypes (assumptions about an individual's behaviour/values, identity or perceived identity or culture based on a group they belong to) in an offensive or insensitive manner
- Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website
- Unwanted physical contact
- Intimidation
- Abuse
- Assault

If you believe that you are being bullied, harassed, or discriminated against, seek support immediately from one of the accommodation management team.

The accommodation management team is available 24 hours a day for all student emergencies, but if you are in immediate danger, please call Emergency Services on 111 or Campus Security on 0800 373 7550

You also have access to the following support services:

- [Te Papa Manaaki | Campus Care](#)
- [University Health & Counselling Service](#)  
**Phone:** 0800 698 427
- [University Proctor](#)  
**Email:** [proctor@auckland.ac.nz](mailto:proctor@auckland.ac.nz)
- **Refer to:** [Addressing Bullying, Harassment and Discrimination Policy and Procedures](#)

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### **IT ACCEPTABLE USE POLICY**

The University policy for acceptable IT use applies to all residents.

- **Refer to:** [IT Acceptable Use Policy](#)

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### **NOISE**

Living in any large residential community requires consideration and respect from everyone. Living in University accommodation is a social place where some noise will be present on site, but our Residents are first and foremost students, and an environment conducive to studying will always take priority.

- Out of consideration to your fellow residents, you may not make excessive or disruptive noise at any time.
- You must exercise extra restraint between 10.00pm and 7.00am when most other residents are likely to be sleeping. This includes weekends and public holidays.
- You are also expected to take some responsibility for the noise around you, by asking others to be quiet when they are being unreasonably noisy or unintentionally disruptive.
- You must lower your noise level when asked to by other residents.
- If you experience problems with the volume of noise that you cannot solve, contact a member of staff.
- You are also expected to be considerate of residents in the immediate neighbourhood of the residence. This means not causing any unnecessary disturbance or annoyance.
- Upon completing end of semester exams, you must show consideration to other residents who are still studying for exams.
- Any breach of noise curfews during examination periods will be viewed seriously and you will face disciplinary action which may result in a fine and termination of your residency.

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### **PARTIES & EVENTS**

We understand that during the course of the year our residents will celebrate special events such as birthdays and exam results, but residents should consider using alternative external venues if they wish to have several guests at one time as the amount of noise generated by more than one guest generally exceeds acceptable levels.

- You must obtain the prior permission of the Head of Operations – Accommodation or their delegated authority to hold a party in your studio, flat or any other area of the residence. [Note: A party in this context is defined as an event that has ten or more invited guests in a shared apartment (5 or more in a studio) and includes alcohol and/or the potential of high-volume noise.]

- Gatherings that cause disruption to other residents or create any damage or additional cleaning to the property are not permitted and will be shut down immediately.
- Any member of the accommodation management team can close down an unauthorised party.
- Parties will not be approved during exam and study times.

#### OBSTRUCTION

- You and/or your guests are not permitted to obstruct any accommodation management staff or authorised trades people in the performance of their duties.
- You must comply with any reasonable direction given by a person holding such authority on the hall premises.

### 3. ALCOHOL, DRUGS & SMOKING

#### ALCOHOL

The University of Auckland's Accommodation respects the rights of individuals to consume alcohol in a legal and responsible manner. The University's rules and guidelines concerning alcohol use are intended to promote personal responsibility regarding an individual's decisions concerning alcohol use or abstinence. It is expected that these decisions will be based on personal values and social responsibility, conform to the laws of New Zealand and support the health and welfare of oneself and others.

Anyone who chooses to consume alcohol will be held fully responsible for his/her behaviour while under the influence of alcohol. If you are in breach of the alcohol rules/guidelines or if the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.

Failure to comply with the specifics and spirit of the alcohol guidelines can result in terminating your Residential Agreement.

#### Responsible Use of Alcohol includes:

- Compliance with statutes regarding alcohol use, possession, and distribution.
- Making informed decisions about whether and/or when to use alcohol.
- Knowing your alcohol tolerance limits and not exceeding them.
- Behaving in a way that is not disruptive or otherwise harmful to you or others when you are consuming alcohol.
- Assuming accountability for your actions while under the influence of alcohol.
- Avoiding binge drinking. The alcohol Advisory Council of New Zealand has defined binge drinking as:
  - For women, drinking four or more standard\* alcohol drinks per drinking occasion, for men, drinking six or more standard\* alcohol drinks per drinking occasion.

*\* The definition of one standard drink is 10 grams of alcohol. If you drink a 330 ml can of beer or a 100 ml glass of table wine or a 30 ml glass of straight spirits, you are drinking approximately 10 grams of alcohol, depending on the alcohol percentage.*
- Not coercing or forcing anyone of any age to consume alcohol.
- Refraining from engaging or participating in drinking games.

The Health Promotion Agency (<http://www.alcohol.org.nz/>) offers information and guidelines for responsible drinking. They also have a number of online self-assessment tools relating to alcohol consumption.

#### Specific rules for halls consistent with responsible use of alcohol:

- You and your guests are expected to use alcohol in a responsible manner at all times when on University property.
- You and/or your guests may keep and consume a moderate amount of alcohol in the privacy of your own studio, flat or apartment bedroom and lounge, as long as you or any guests are over 18.
- In Goldies Homestead, 55 Symonds and Te Tirohanga o te Tōangaroa, where there is a shared common kitchen and dining area, you are permitted to responsibly consume RTDs, beer, wine or cider in the communal kitchen/dining room as part of your dinner meal while preparing or eating dinner.
- You may not consume alcohol in any other common area – including balconies, lifts, corridors, and all other communal living areas, or within the grounds of the property - unless there is a special event organised with the written permission of the Resident Manager or his/her delegated authority.

- Boxes, kegs, any home-brewing apparatus and drinking paraphernalia are not consistent with the requirement of a moderate amount of alcohol and are not permitted.
- You may not consume alcohol or have open containers of alcohol on the grounds (outside your studio, flat or apartment) unless there is a special event organised with the written permission of the Resident Manager.
- If you are in breach of the rules relating to alcohol, or the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.
- Any prohibited alcohol found by staff as outlined above may be confiscated. Unopened vessels will be held and can be claimed at the end of your residential period. Opened vessels will be disposed of immediately.
- Alcohol-free periods may be in force in the residence at various times during the year. This includes the period leading up to and during examinations at the end of each semester. During these times you may not be in possession of, or consume, alcohol in any part of the residence. This will be at the discretion of the Head of Operations – Accommodation.

#### DRUGS

- Non-prescribed or illegal drugs are strictly forbidden in the residence.
- You may not possess, cultivate, manufacture, use and/or distribute any non-prescribed or illegal drugs. You may not distribute prescribed drugs.
- Any paraphernalia which assists in the inhalation or consumption of drugs is prohibited, and if found will be confiscated and disposed of immediately.
- If you are discovered possessing, using or selling such substances you face eviction within 24 hours and possible criminal prosecution.
- In such cases you will remain liable for all fees for the term of the Residential Agreement.

The Level (<https://thelevel.org.nz>) is run by the NZ Drug Foundation and is a space for people who use alcohol and other drugs, their friends and their whānau and offers information and where to find support.

#### SMOKING

#### The University of Auckland is a smoke and vape free campus.

- You may not smoke or vape anywhere within the residence or grounds of the residence; this includes all smokable products including vapes and e-cigarettes. Smoking and vaping is not permitted in any building or grounds controlled by The University of Auckland. The residences are required to comply with the smoking policy of the University.
- This rule applies to visitors as well as all residents.
- If your bedroom or any communal areas have been contaminated or damaged by smoking, you will be charged, in addition to other possible penalties, for the commercial cleaning of all furnishings such as the bed, bedding, linen, curtains, carpet, and any furniture fabric.
- Violating the University Smoke free Policy will immediately incur fines and repeated violation may lead to eviction.

Smokefree NZ (<https://smokefree.org.nz/>) offers guidance on where to seek free help to quit smoking.

### 4. PROPERTY AND BUILDING

#### DAMAGE

- You are responsible for your room and its contents.
- You will be held responsible for any behaviour which results in the need for replacement, repair or cleaning of your room or common facilities in the residence.
- All flatmates will be liable for any cleaning, repair or replacement costs for the common areas of the flat.
- You are responsible for paying for costs involved in cleaning, repairing, or repainting your room if you have not maintained it to the standards set or the condition of the room on arrival, fair wear and tear excepted.
- Please report any accidental damage. If you admit to causing any accidental damage, we will endeavour to keep any remedial costs to a minimum. However, if no-one reports damage or takes responsibility for any damage, individuals, floors or even all residents will be held liable for extra charges.
- You are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.



- You are not permitted to replace or make your own repairs to equipment, fittings or furniture provided in your residence. You must make arrangements with your accommodation management for any repairs.
- You may not damage walls with adhesives or similar products.
- You cannot take furniture or plants from common areas to a different floor or into your bedroom.
- Please keep your feet off all tables and do not sit on tables. These actions are culturally offensive in New Zealand.

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#### PESTS

- The University has a pest management scheme in plan for Accommodation. Please do not attempt to fumigate your room yourself.
- If the cleanliness and/or hygiene of your living space has caused a pest issue, the University reserves the right to on-charge the resulting pest control costs to you.

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#### PETS

- You may not keep a pet in your room or anywhere else on the premises.

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#### FURNISHINGS

- You may not bring your own additional furniture or appliances into the Hall or substitute any of the furnishings without the express written permission of the Resident Manager or their delegated authority.
- Accommodation will not remove or store any provided furnishing that you may not want to use during your residency.

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#### RUBBISH AND RECYCLING

The University is committed to maximising recycling. Please recycle to the fullest degree.

- You are responsible for the correct disposal of recycling and rubbish from your room.
- You must dispose of rubbish hygienically and tidily.
- You must not leave rubbish or recycling material on the common property.

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#### CAR PARKS

- There are limited car parks at some of the properties and explicit prior permission to use these must be obtained.
- There is a charge for car parks and authorised vehicles will be issued a permit for use.
- You must not park in a mobility bay without a current mobility window pass.
- You are prohibited from subletting your car park to another person. Discipline measures may be taken which may result in your car park privileges being revoked.
- Unauthorised cars may be towed away at any time and there shall be no right of redress against the University, body corporate or the property owner if this occurs.

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#### STORAGE

- All of your possessions must be removed from the residence at the completion of the term of your residency.

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#### EXCESSIVE ENERGY USE

- Utilities including energy for living, heating and lighting are provided as part of your accommodation fee. The quantity allocated assumes your reasonable use through the year. You may be charged for any excessive energy use over and above the reasonable allocation provided for your room. Excessive use will be determined by the accommodation management based on actual usage.

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#### SUBLETTING/REASSIGNMENT

- You are prohibited from subletting your room/studio/apartment or using your room/studio/apartment for temporary/ holiday rental accommodation.
- If you are found to be allowing someone else to access your accommodation without being present, discipline measures may be taken which may result in the termination of your residency.

- You are prohibited from offering your room/studio/apartment to another student (before moving in/before withdrawing) on behalf of the University. All formal accommodation offers are made by the Accommodation Solutions office.

### 5. SAFETY & SECURITY

#### SAFETY RULES

- You must behave in a responsible manner and ensure your actions do not put yourself or others at risk.
- You may not have or store firearms or other weapons within the property. They are strictly forbidden at all times.
- You may not, under any circumstances throw anything out of windows or from balconies. This includes but is not limited to paper, bottles and/or liquids. This is a life safety violation, and the first instance will result in fines.
- You may not, under any circumstances whatsoever go onto the roof of any residence. Failure to comply may result in immediate eviction from University accommodation.
- You cannot burn anything in your room or flat. Candles, incense or any open flamed items are not permitted onsite any accommodation. Safer alternatives are battery-operated candles and reed diffusers.
- You may not under any circumstances move your bed or any piece of furniture or other item against a heater, as this will cause a fire.
- You may not have or use fireworks in and around the residence. All fireworks are strictly forbidden at all times.
- You may not store or charge e-scooters or e-bikes in your bedroom or on living spaces. Incorrectly charging your e-bike/e-scooters can cause violent fire, these may only be charged where indicated.
- It is against the law to tamper with fire equipment, including exit signs. You cannot interfere with fire door stays or keep fire doors open in any way. Disabling or covering smoke detectors and discharging fire extinguishers for any other purpose than putting out a fire are violations and will be subject to disciplinary action and possible criminal proceedings which may result in eviction from the property. Any fire equipment repair/damage or replacement resulting from misuse will be added to the resident's account.
- Please take particular care with toasting bread. You should note that burning toast can (and has) set off the smoke alarms and will be considered an accidental callout.
- Do not leave cooking unattended & ensure you use extractor fans. Should your cooking create smoke, do not open your apartment main door into the residence corridors as this will set off the building smoke alarm, and will be considered an accidental callout.
- If you cause the fire alarms to be activated (either accidentally or maliciously) then you will bear the charge from the Fire & Emergency NZ for a false, callout. If the person responsible cannot be identified, the charge will be borne by all residents as part of a levy. Tampering, disabling or covering a smoke detector can cause the fire alarm to be activated, for which you will be responsible. At the time of writing, this charge was \$1,125 +GST per callout.
- Some windows have a security stay fitted. You may not alter or remove these. Doing so will incur heavy penalties.
- You may not hang anything outside any window or balcony.
- You may not obstruct any stairway or corridors. place anything or any obstruction in the corridors. This is a life safety violation and the first instance will result in fines.
- You may not wear or use in-line skates, roller blades and skateboards within any accommodation building, or throw or kick balls anywhere except designated outside courts.

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#### KEYS AND SECURITY TAGS

You will be given a room key and/or Campus Card (which is also your access card) on arrival which will also open any ancillary rooms available to you.

- Do not lend your keys or Campus Card to anyone.
- Please always keep your keys and Campus Card with you when you leave your room and look after them.
- Your Campus Card or key will allow you to enter the building through the main entry on a 24-hour basis.
- If you lose or damage your keys or Campus Card or if they are stolen please report this to the accommodation management team immediately. This is for both you and your fellow residents' safety. You can report a lost or damaged Campus Card on the following link: [Campus Card](#)
- You will be charged by Accommodation the cost of replacing each lost key and the Campus Card office for your replacement Campus Card.
- Your Campus Card can be damaged by putting it next to other swipe cards, mobile phones or other such devices, or by water. If your Campus card is damaged, you will be charged for the replacement as per the Card office.

- Should you lock yourself out of your room, call the on-duty accommodation staff member for assistance. You will get two free lockouts and then will be charged for every subsequent lockout. The fee for this in 2024 is \$25.00.
- If you are assigned a temporary access card, it must be returned within the timeframe designated by Accommodation staff. A temporary access card is not a long-term replacement for your personal Campus Card, any loss or damage of a temporary card in your possession will incur a replacement fee.
- If you are given an access device for a vehicle gate and you lose this, you will need to pay for the replacement. You may not lend this access device to anyone else.
- If you find a key or Campus Card, please return it to accommodation management or University Security.

#### EMERGENCY EVACUATION

- Emergency evacuation procedures are detailed in the Resident Handbook and displayed throughout the Hall.
- The evacuation alarm is the continuous sounding of sirens.
- If the fire alarm sounds, the buildings must be evacuated immediately, and you must proceed to the assembly area.
- Throughout the year, a number of alarm tests and trial evacuations will take place. You must always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures.
- You may be disciplined if you ignore emergency alarms, or use routes not designated as emergency exits.
- There are designated fire and evacuation wardens responsible for certain areas. In the event of an emergency, you must follow their instructions immediately and without question.
- If you are disabled (even on a temporary basis) please make sure that your accommodation management team has your name. Working with the management you will have a personal emergency evacuation plan. Your PEEP will be maintained as part of the building evacuation plan.

#### INSURANCE

- Accommodation expressly disclaims any liability for loss or damage to your property, or the property of any of your guests, even if it is occasioned by the negligence of any of the Accommodation employees or duly authorised agents.
- It is highly recommended that you take out an appropriate insurance cover on your personal effects on your arrival in Auckland.
- Should you choose to use your family Household insurance policy, we encourage you to check the level of cover under their policy as some companies/policies do not include coverage for your belongings while in student accommodation, therefore you will need to secure your own personal insurance under your name.

#### HEALTH AND SAFETY

To minimise risk to health and safety, you must comply with health and safety requirements and/or restrictions set by the University from time to time and notified to you (including requirements and/or restrictions that may be imposed in response to epidemics or pandemics, such as COVID-19).

#### CONCERNS ABOUT YOUR SAFETY AND/OR WELLBEING

Accommodation cares about the safety and wellbeing of all our Residents. We have systems and structures in place to help ensure you are looked after. These include regular meetings with your Accommodation team (including checks on you in your bedroom or living space, where we have given you advance notice), record keeping, and creating safe environments, through a whole of University approach. When the accommodation team is concerned about you due to inactivity the residence, they will take steps to connect with you.

There may be times when concerns are raised about your safety and/or wellbeing. These concerns could be raised by your friends, whānau, members of the university staff/community or your Accommodation team. When concerns are raised, Accommodation will undertake steps to check on you. These steps include, but are not limited to:

- Accommodation staff will check your bedroom and living spaces.
- Accommodation staff will check with your friends in the Residence, Flatmates, and your Resident Adviser.
- Accommodation staff will look at your access and activity records. These include but are not limited to:
  - Your meal swipe activity.
  - Your building access activity.
  - Your participation in events and engagement opportunities held by Accommodation and/or the University.
  - If needed, your device activity on University of Auckland Wi-Fi and learning management systems.

- Where appropriate we will contact your designated emergency contact (and, if you are under 18, your parent/guardian)
- Where appropriate we will contact Te Papa Manaaki/Campus Care and may take steps to connect you with other relevant support services.
- Where appropriate we will also involve the Police and other Emergency services as is applicable to your situation.

### 6. LEAVING THE RESIDENCE

#### OVERNIGHT/ WEEKEND ABSENCE

- In order to establish your whereabouts in the event of an emergency, we ask you to notify your accommodation management team whenever you are going to be away from the residence overnight, or longer.
- You are not entitled to a refund or reduction of accommodation fees when you are absent.
- If the accommodation management excludes you from the accommodation because of illness, you will be given the option of terminating your residence (in which case your liability accrues only up to the day of departure).

#### VACATING YOUR ROOM AT THE END OF YOUR RESIDENTIAL AGREEMENT

- Before leaving at the end of your Residential Agreement, you must clean your bedroom thoroughly and ensure that all common areas of the flat are also clean.
- Your room and flat will be inspected by a member of the accommodation team once you have removed all personal belongings and rubbish. You should be present for the inspection.
- If you finish your residency, you must advise the accommodation team of your intended leaving date to arrange a mutually convenient time for a final inspection.
- If, at the time of the final check-out inspection you have not cleaned your bedroom to a satisfactory standard, you will be charged an additional cleaning fee. The cleaning fee starts at a minimum of \$50.00.
- You must request an inspection and have the details confirmed at least one week in advance of the date requested. If a mutually convenient time for the final check-out inspection cannot be arranged, or should you vacate your bedroom without requesting a final check-out inspection, the findings of the accommodation management team will be final and binding.
- Before you leave the residence, you must return all keys and security access tags provided for your use, as well as all furnishings provided to you in good condition. Should you not do so, charges will be imposed to replace these items. Should you not return all keys and tags, all corresponding locks will be changed, and a new set of keys cut at your cost.
- Departure time is at 10.00am. You may be charged a late departure fee if you depart after this time.

### 7. CANCELLING YOUR RESIDENTIAL AGREEMENT

If you need to cancel your residential agreement before it ends you must see the Resident Manager. Contract cancellation is approved on an individual basis and may incur substantial cancellation fees, particularly for students who cancel their residential agreement and remain a student at the University.

Refer to: [Withdrawing/changing your residential agreement](#)

#### CHANGES TO A RESIDENTIAL PERIOD

- **52 week to 42 week:** If you wish to change from a 52 week contract to 42 weeks during the residential period, you will be charged the weekly difference for all weeks completed under the agreement, in addition to \$600 change fee as penalty. The 42 week rate takes over from thereafter.
- **42 week to 52 week:** If you wish to change from a 42 week period to 52 weeks, the 52 week rate is applied from the date of the newly issued contract. There is no fee adjustment for the weeks completed under the 42 week contract.
- Requests to change your contract term **after** taking up residency must be made within 8 weeks of the start of your residential agreement.

### 8. GUESTS/VISITORS

#### GUESTS

A guest is any person who is not a current resident (in your specific residence) or staff member. This includes all former residents. The following rules are necessary to ensure compliance with fire and safety regulations, and so that staff know how many people are in the building in the event of an evacuation.

- Your guests are most welcome to enter the residence provided they are sober, quiet and well-mannered; they behave responsibly while on the premises and they are quiet when they depart.
- Guests and visitors must be met at the front entrance by you, their host and must be signed into the guest register.
- They must remain in your company while on the premises and must leave the property before 1am. You must accompany them to the front entrance when it is time to leave.
- Your visitors are not permitted to enter the residence if you are absent, unless another resident undertakes full responsibility for the visit and the guest remains in their company until departure.
- You are held fully accountable for your guest's behaviour and actions from the time your guest arrives until the time they leave.

#### OVERNIGHT GUESTS

- If a family member or a friend wants to stay for a night or two, they are generally welcome to stay provided you have made arrangements in advance with Accommodation. Please note that accommodation does not offer
- You must discuss arrangements with the accommodation management team who will advise of the terms/conditions for guest accommodation and will usually approve the arrangement, this includes ensuring your flat (members of the flat must also be informed).
- Residents are limited to one overnight guest for no longer than two nights in any one calendar week (Mondays to Sundays), and there must be a break of at least two nights between visits. It is likely that visits exceeding 2 nights will be denied.
- The overnight guest is over 18 years of age.
- Overnight guests must be signed into the guest register.
- Twin-share rooms pose particular difficulties in accommodating overnight guests and thus where a room is twin-share it may not be possible to allow overnight guests.
- You may not have any overnight visitor during study weeks and exam periods.

#### 9. SPECIFIC

##### Goldies Homestead

The Homestead is on the property of Goldie Estates, an operating vineyard. Goldie Estates hosts commercial events and operates a tasting room.

- Residents are prohibited from interfering with the commercial operation of the vineyard.
- Residents must be mindful of visitors and events hosted at the vineyard.

#### 10. CHANGES TO RULES

- The University reserves the right to amend or add to these rules during the term of residency.
- All current residents will be notified of any amendment or addition to rules before they come into force.
- When possible, residents will be consulted on rules changes in advance.

# Contacts

## 55 Symonds administration

**Reception**  
09 973 5300  
55symonds@auckland.ac.nz

## Accommodation Solutions

**Reception**  
09 373 7599 extn. 87691

Office 291A  
Level 2  
Kate Edger Information Commons  
City Campus, Auckland

accom@auckland.ac.nz

## Student Hub City Campus

For all general enquiries, including admission, enrolment, and course advice queries, contact our student advisers:

Te Herenga Mātauranga Whānui |  
General Library  
Building 109, 5 Alfred Street, Auckland

**HOURS:**  
Mon–Fri: 8am–8pm  
Sat–Sun: 9am–5pm

studentinfo@auckland.ac.nz  
uoa.custhelp.com/app/ask

## Career Development & Employment Services

09 923 8727

The ClockTower  
Room 126, Level 1  
22 Princes Street, Auckland

careers@auckland.ac.nz

## Student Disability Services

09 373 7599 ext 82936

The ClockTower  
Basement Level, Room 036  
22 Princes Street

**HOURS:** 8am–4pm

disability@auckland.ac.nz

## International Office

09 923 1969

Alfred Nathan House  
24 Princes Street  
Auckland

**HOURS:** Mon–Fri: 9am–4pm

## Maclaurin Chapel Services

09 932 7732/932 7731

18 Princes Street  
City Campus

Weekly Service  
Thurs: 12.30–12.50pm

## Recreation Centre

09 923 4788

70 Stanley Street  
City Campus  
Auckland

**HOURS:**  
Mon–Fri: 6am–9pm  
Sat–Sun: 7am–7pm

## Student Learning Services

09 923 8199/923 8378

The ClockTower  
Room 112, Level 1  
22 Princes Street, Auckland

**HOURS:** Mon–Fri: 8am–6pm

## Student Job Search

09 309 7800  
info@sjs.co.nz

## Campus Care and Conduct / Proctors Office:

Proctor@auckland.ac.nz  
Tepapamanaaki@auckland.ac.nz

## University Health & Counselling

09 923 7681

Level 3, Kate Edger Building  
City Campus, Auckland

**HOURS:**  
Mon–Thurs: 8.30am–6pm  
Fri: 8.30am–5pm

A registered nurse is available by phone throughout the night, including weekends, public holidays, and at any time our clinic is closed. To call, please phone (09) 923 7681.

Outside of clinic hours, residents are advised to contact one of the following:

**White Cross – Ascot 24/7**  
09 520 9555

90 Greenlane Road East  
Greenlane, Auckland

**HOURS:** Mon–Sun: Open 24 hours



Accommodation | Ngā Wharehoho

Office 291A  
 Level 2  
 Kate Edger Information Commons  
 City Campus, Auckland

Phone: 0800 864 467  
 Email: accom@auckland.ac.nz

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**accommodation.ac.nz**