

# Massey Halls Manawatū Accommodation Handbook 2024



TE KUNENGA | MASSEY  
KI PUREHUROA | UNIVERSITY  
UNIVERSITY OF NEW ZEALAND



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# WELCOME

## WELCOME TO MASSEY HALLS MANAWATŪ

Our Manawatu campus is based in Palmerston North, in the lower North Island. A small city surrounded by farmland, Palmerston North offers students all the services they will require along with the opportunity to get involved in lots of outdoor activities. It is a two hour drive south to Wellington city.

Our community is about vibrancy, sharing experiences and making your first year a collection of great memories!



STUDENT ACCOMMODATION | TE TARI WHAKANOHO

STAFFING STRUCTURE 01 2024



ASSOCIATE DIRECTOR, STUDENT WELLBEING – Leanne Radovanovich									
NATIONAL MANAGER, ACCOMMODATION SERVICES Kelly Manning National marketing plan development and implementation, Liaison with Future Students, Global Engagement, International Student Recruitment, Marketing, Advertising, Social Media, Events eg Open Day, National group bookings and short stays.					NATIONAL FACILITIES MANAGER, ACCOMMODATION Paul Compton				
RESIDENTIAL LIFE			BUSINESS SUPPORT	RESIDENTIAL SERVICES	AUCKLAND	MANAWATŪ	WELLINGTON		
AUCKLAND Residential Manager Emily Maynard	MANAWATŪ Residential Manager Brooke Pate	WELLINGTON Residential Manager Jashil Reddy	Manager Wellington and Business Support Manager Dylan Barrow VN  Leads/supports Wellington based staff on the ground. Relationship manages LAL and commercial tenancy contracts.	Resident Services Barbara Kikow PN Anocha Tamati PN	Facilities Supervisor Robert Mills	Facilities Supervisor Sharon Dalton	Facilities Supervisor Doni Warrn		
Community Development and Support Officer Julianne Rile	Assistant Manager Residential Life Adam Searle	Assistant Manager Residential Life (vacant)	NATIONAL Financial Administration Hollie Shum VN	NATIONAL Customer Service Admin Anocha Tamati AK Erin McGuire AK Georgia Kikow PN Haydon Carr PN Jenny McGuire VN Jenny McGuire VN Manase Bansal VN Peter Watson PN Tania Brockwell PN		Facilities Coordinator John Butler	Facilities Administrator Taziah Ymada		
Evening Duty Supervisor Kathy Gordon	Residential Life Coordinator Paris Tait	Residential Life Coordinator (vacant)				Housekeeping Supervisor Deanne Murphy			
Residential Assistants	Residential Assistants	Residential Assistants				Housekeeping / Cleaners Anocha Tamati AK Francis Shariff Jade Crockett Mahe Kereke Maurson Woods Natale Peterson Nery Panchio Susan Walters			

# MANAWATŪ CAMPUS TEAM

The Massey Halls Team are all here to provide you with a safe and secure environment, a place that will be your home away from home. We will do our very best to support you throughout your university journey and enhance your overall university experience.

## NATIONAL RESIDENT SERVICES MANAGER

### Aroha Taimai

Responsible for efficient and effective resident customer service and support, including management of the CSA's across Auckland, Manawatū and Wellington campuses. This service area covers; reception duties, the applications process, resident accounts, accommodation payments and debts, mail delivery, resident communications and general information and assistance.

## CUSTOMER SERVICES ADMINISTRATORS

Your first point of call for anything related to accommodation, such as accommodation enquiries, applications, mail delivery, sign out and payments

### Georgia Krikov

Bookings Portfolio - responsible for accommodation applications, offers, bookings, room changes and general accommodation enquiries.

### Peter Watson

Finance Portfolio - responsible for accommodation payments and accommodation arrears follow up

### Haymon Carr

Facilities Portfolio - responsible for damage notifications and follow up, sending our residents communication regarding our facilities and any work that may be done in your hall

### Tania Brockwell

Customer Service Administrator - responsible for assisting with accommodation enquiries, taking payments over the counter and general customer service

## RESIDENTIAL LIFE MANAGER

### Brooke Petre

Responsible for managing the Residential Life Team and the Residential Life Programme. Manages the resident support needs, welfare, safety and behaviour. Incident and urgent support responder on an on call duty roster and lives on site

## ASSISTANT MANAGER RESIDENTIAL LIFE

### Adam Searle

Responsible for supporting the Residential Life Manager with the Residential Life Team and Residential Life Programme. Supports resident needs, welfare and behaviour. Incident and urgent support responder on an on call duty roster and lives on site.



## RESIDENTIAL LIFE COORDINATOR

### Paris Tait

Responsible for coordinating the Residential Life Programme and community development initiatives. Supports resident needs, wellbeing, safety and behaviour. Incident and urgent support responder on an on call duty roster and lives on site.

## NATIONAL FACILITIES MANAGER ACCOMMODATION

### Paul Compton

Responsible for planning, leadership, operations and management of accommodation facilities across the Auckland, Manawatū and Wellington Halls.

## FACILITIES SUPERVISOR

### Stu Duncan

Responsible for organising the day to day maintenance including lighting, appliances and furniture as well as fire and security systems.

## FACILITIES COORDINATOR

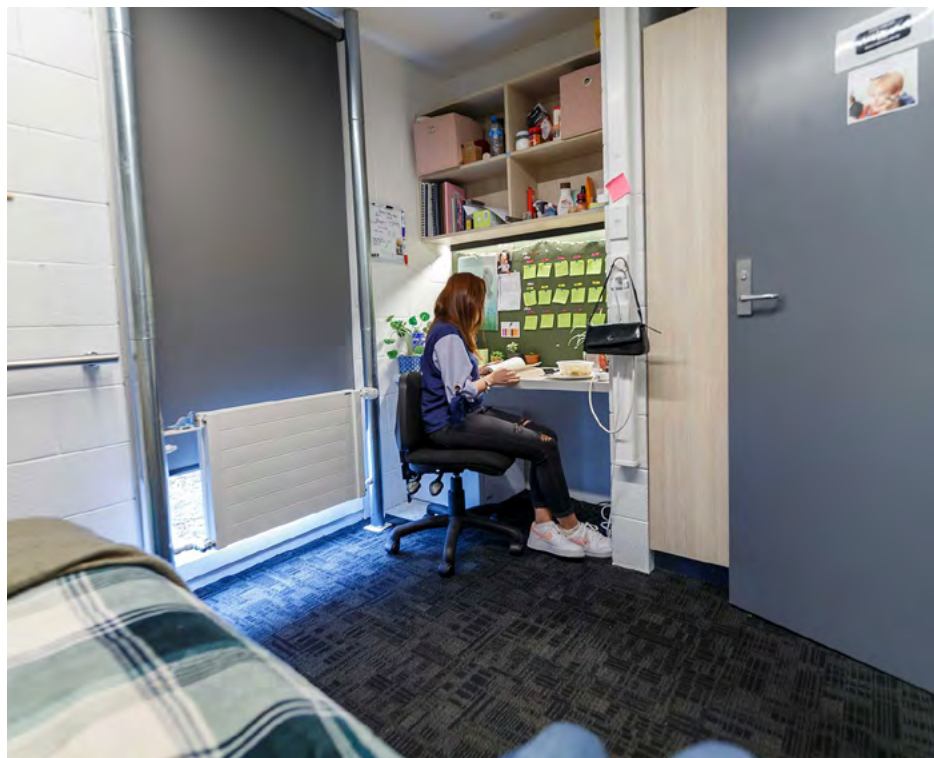
### John Butler

Responsible for day to day halls maintenance and servicing.

## HOUSE KEEPING TEAM LEADER

### Deanne Murphy

Responsible for organising a team of house keepers for daily cleaning and restocking the bathrooms, kitchens and shared areas.





# YOUR ARRIVAL

**SEMESTER ONE ARRIVAL DAY – SUNDAY 18 FEBRUARY 2024**

**SEMESTER TWO ARRIVAL DAY – SUNDAY 7 JULY 2024**

## YOUR LIVING ENVIRONMENT

Massey Halls is your place to call home, to make your own, to sleep, to study and to socialise. Your bedroom is your personal, secure space. It will be clean, comfortable, functional and will feature the following:

## TREE HALLS & COLOMBO HALL

BEDROOM	SHARED BATHROOMS	KITCHEN	COMMON ROOM
King single bed with mattress and mattress protector	Lockable door	Sink/Bench	Sofa
Desk/3 drawers	Shower	Kitchen Cupboards	TV and remote
Desk chair	Toilet	Drawers	Heater
Drawers and/or Shelving	Toilet roll holder	Fridge/Freezer	Recycle Bin
Heater	Toilet brush set	Microwave	Waste Bin
Wardrobe	Sink	Kettle/Instant hot water	Table Tennis Table (Colombo Hall, Kānuka & Karaka Common Rooms)
Mirror	Mirror	Hob top and extractor fan (Tree Halls)	
Towel Rail/Hook		Cooking Utensils	
Noticeboard		Chopping Board	
Door/locks		Saucepans with Lids	
Carpet		Frying Pan	
Window/Curtains		Toaster	
Lighting - ceiling and wall			
Electrical outlets			

## CITY /EGMONT COURT

BEDROOM	BATHROOMS	COMMUNAL KITCHEN	COMMON ROOM
King single bed with mattress and mattress protector	Lockable door	Sink/Bench	Table tennis table
Desk and/or 3x drawers	Shower	Kitchen Cupboards	TV
Chair	Toilet	Drawers	Toilets
Bookshelf	Toilet roll holder	Fridge/Freezer	Study Space
Heater	Toilet brush set	Microwave	Couches etc
Wardrobe	Sink	Kettle/Instant hot water	
Mirror	Mirror	Hob top and extractor fan	
Noticebord		Cooking Utensils	
Door/locks		Chopping Board	
Carpet		Saucepans with Lids	
Window/Curtains		Frying Pan	
Lighting - ceiling and wall		Toaster	
Electrical outlets			

## KAIRANGA / ROTARY COURT

BEDROOM	BATHROOM	KITCHEN	COMMON ROOM
King single bed with mattress and mattress protector	Lockable door	Sink/Bench	Table tennis table
Desk and/or 3x drawers	Shower	Kitchen Cupboards	TV
Chair	Toilet	Drawers	Toilets
Bookshelf	Toilet roll holder	Fridge/Freezer	Study Space
Heater	Toilet brush set	Microwave	Couches etc
Wardrobe	Sink	Kettle	
Mirror	Mirror	Hob top and extractor fan	
Noticebord	Lighting	Cooking Utensils	
Door/locks	Towel Rail	Chopping Board	

Carpet		Saucepans with Lids	
Window/Curtains		Frying Pan	
Lighting - ceiling and wall		Toaster	
Electrical outlets			

## ATAWHAI UNITS

BEDROOM	BATHROOMS	KITCHEN	LOUNGE	LAUNDRY
King single bed with mattress and mattress protector	Loackable door	Sink/Bench	Sofa	Dustpan and brush
Desk	Shower (x2 in 5 bedroom unit)	Pantry/Kitchen Cupboards	TV and remote	Broom
Chair	Rubber bathmat	Drawers	Heater	Mop and bucket
Bookshelf	Toilet	Fridge/Freezer	Coffee Table	Ironing board
Heater	Toilet roll holder	Microwave	Recycle bin	Iron
Wardrobe	Toilet brush set	Kettle	Waste bin	Vacuum
Mirror	Sink/bench top	Oven, hob top and extractor fan	Curtain	Washing machine
Noticebord	Mirror	Cooking Utensils	Balcony	
Door/locks		Chopping Board		
Carpet		Saucepans with Lids		
Window/Curtains		Frying Pan		
Lighting - ceiling and wall		Oven Tray		
Electrical outlets		Toaster		
Towel Rail		Dining Table and Chairs		
Sink		Whiteboard/Pinboard		
*there are bathroom like basins/sinks in each of the bedrooms				

# PERSONAL ITEMS TO BRING

## **All residents must bring the following:**

Bed linen, including pillows, comforter/duvet etc (you can order a bedding pack when you accept your offer of place)

- Towels
- Coat hangers
- Toiletries and toiletries bag
- laundry basket
- Laundry powder/liquid
- Cleaning products
- An electric fan for the summer time

## **FRIDGES**

You can have a small (ideally 46L) fridge in your room, but you will also need to have a waterproof mat to place it on to avoid damage to the floor coverings.

## **DECORATING YOUR ROOM**

You can personalise your bedroom to make it feel like home with posters, and plant pots etc, but please do not use adhesives such as tape, nails screws or blu tac as it will damage the walls and paintwork. You can use 3M hooks/tapes or white tac, which needs to be removed carefully when you depart. Any damage will be deducted from your bond.





# MOVING IN

## CHECKING IN

Check in day is a busy but fun day for us all. We are looking forward to meeting you and your family. The notes below are relevant for your first day with us.



When you arrive, we will check your accommodation account to ensure everything is up to date and correct. You will then be given an arrival pack with your keys and access fob.



You will be required to check all inventory in your accommodation to ensure everything is there and in working order. Any damages or missing items need to be reported within 24 hours to ensure you are not charged on your departure.



You'll meet a Residential Assistant (RA) who will show you to your room. The Residential Assistant will do a quick room induction and then leave you to settle in.



In the evening the RAs will run a community activity in which you can get involved. This gives you the perfect opportunity to start making new friends and to meet other residents.

# MOVING OUT

## END OF CONTRACT

Prior to moving out, you will be sent an email informing you that your contract is coming to an end and what you need to do to ensure that everything is sorted out for when you depart.

## RELEASE OF CONTRACT

You have signed a fixed term residential agreement, which is a legally binding document. In exceptional circumstances we have a Release of Contract process. If you are thinking about applying for Release of Contract, you must organise to meet with the Residential Life Manager or Assistant Manager Residential Life to discuss your situation in the first instance.

From the discussion a support plan maybe put into place or a Release of Contract application provided. You must ensure that you complete the application in full, providing as much in depth detail as possible and provide evidence, then submit your application to accommodation. [manawatu@massey.ac.nz](mailto:manawatu@massey.ac.nz)

Once your application is recieved, it will be reviewed and a decision made within 7 working days.

Please ensure that you wait to receive the outcome decision of your application before making any arrangements as your application maybe declined.

If your application is approved, then you will be required to give 2 weeks notice and pay the required penalty fees (as outlined in the Release of Contract application).

Please note: No applications will be considered after 1 October 2024.

## SPECIAL CONDITIONS – PRE-VET AND AVIATION STUDENTS

Pre-Vet students who are not accepted into the professional phase of Vet, and do not intend to study at the University for Semester Two must apply for a Release of Contract. You must inform us as soon as results are confirmed. You will be charged the accommodation fees until you have vacated your room and returned room keys. If the room is vacated prior to results being known you will be charged up to the date results have been released.

Aviation students are required to apply for a Release of Contract no later than three weeks prior to the end of Semester One if you have signed a full year agreement and no longer wish to stay for Semester Two.

# YOUR FACILITIES

## BICYCLE STORAGE

There are bike racks located around the exterior of the halls. Alternatively, we have a storage shed which can be rented at the Accommodation Services Office with a \$20 bond and \$5 maintenance fee.

## CAR PARKING

Car parking is available for halls students in various locations at a cost of \$140 per semester. If you would like to arrange this, please contact Security and Traffic.  
<https://www.massey.ac.nz/halls-of-residence-parking-application-form-manawatu-campus>.

## DINING HALL

If you are on a meal plan, your meals are in the Dining Hall situated on Concourse. Residents that are catered will need to produce their student ID card to collect meals.

## INTERNET

Internet is provided throughout our halls. You will receive information on how to access the internet prior to arrival so that you can log in as soon as you arrive.

## IRONS AND IRONING BOARDS

There is an iron and ironing board situated in each laundry that residents can use.

## LAUNDRY

Mataī and Tōtara residents can access their laundry via swipe entry into Kānuka Commons, situated between Mataī and Tōtara Halls

Miro and Tawa residents can access their laundry via swipe entry into Karaka Commons, situated between Miro and Tawa Halls

Kairanga, Rotary, City and Egmont residents can access their laundry via the Courts Laundry Room, situated between Egmont Court and Workshop Road.

### Laundry Costs:

Washing machines \$3.00

Dryers \$3.00

Payments are made via Eftpos or credit card. You will need to purchase your own washing powder.

Please take note of instructions to learn how to use the machines or ask for assistance.

## LOCK OUT ASSISTANCE AND CHARGES

### Lock Out Assistance

Office Hours Call +64 6 951 7163  
(Mon-Fri 9.00am - 5.00pm)

Out of Office Hours Call 0800 234 563  
(Mon-Fri 5.00pm - 9.00am Sat-Sun)

### Lock Out Charges:

Mon-Fri 9.00am - 5.00pm	\$10.00
Mon-Fri 5.00pm - 9.00am	\$25.00
Sat-Sun	\$25.00

## MAIL

All mail and parcels are delivered to the Accommodation Services Office, general mail is placed in the mail boxes alphabetically. You will be notified via email to come and collect any parcels that arrive for you. [See page 57 for mail address](#)

## RECREATION CENTRE

As part of your accommodation package, you have full membership at our Massey Recreation Centre for the term of your contract. See here for further information on our campus fitness and recreation facilities [www.massey.ac.nz/student-life/sport-and-recreation-centres/massey-sport-and-recreation-centre-palmerston-north/](http://www.massey.ac.nz/student-life/sport-and-recreation-centres/massey-sport-and-recreation-centre-palmerston-north/)

## SMOKING AND VAPING AREA

Massey University Campuses are smoke free, so smoking and vaping is not permitted on campus grounds. A temporary smoking/vaping shelter is situated next to The Courts Laundry.

## VACUUM CLEANERS

Vacuum cleaners are supplied within each of the halls.





# SUSTAINABILITY

We have been working hard to improve our impact on our community and the planet by implementing sustainability initiatives throughout Massey Halls Manawātū. We now need you to get on board.



## COMPOSTING

Composting is an awesome way to reduce your household landfill waste and give back to the environment.

If you're on a meal plan then you'll be happy to know that our catering team compost the food waste from each day. We would love to see you get on board!



## RECYCLING

We all need to do our part to recycle correctly, there are recycling bins through our halls.



## THRIFT RACK

We have our very own Thrift Rack in the Accommodation Services Office... take what you want, give what you don't want. The rack is an awesome way to reduce what might have ended up as waste when it still had some life in it and just needed to be re-homed. Please do not donate damaged goods.

## RECYCLING PLASTIC IN PALMY

When you buy something in plastic, it should have a triangle with a number on the bottom. This indicates what type of plastic it is, and helps us to determine what can and can't be recycled. In Palmy, we can recycle 1, 2, and 5.

### Can Recycle:

- Fruit and vege punnets
- Some soft drinks and water bottles
- Harder plastic containers that hold spreads like peanut butter and mayonnaise



- Milk bottles
- Juice bottles
- Shampoo bottles
- Some cleaning product bottles



- Some takeaway containers
- Plastic cutlery
- 2L ice cream containers
- Medicine bottles
- 1L yoghurt tubs



### Can't Recycle:

We can't recycle plastic that is 3, 4, 6, or 7. These are items like sour cream, cream cheese and cottage cheese containers, six-pack pottle yoghurts (1L tubs are still all good), some big cleaning bottles with sturdy handles, some squeeze sauce containers, some takeaway containers, battery packaging and electronic packaging.

**Not sure if you can recycle it?**  
Visit: [pncc.govt.nz/rubbishandrecycling](https://pncc.govt.nz/rubbishandrecycling)



## WATER USAGE

It's really important that we are all considerate of our water usage, both to reduce the impacts of overuse on our environment and the risk of drought in the Manawatu area!

Here's some easy tips to reduce your water usage!

- Keep your showers to 4 minutes or less
- Turn off the tap when you brush your teeth

- Use the half flush on toilets (where possible)
- Only run the dishwasher when it's full and try to use the eco setting where possible
- When rinsing or doing dishes in the sink, fill it up rather than running the tap
- Use the ECO setting on the washing machines

## LIGHTS OUT

Please do your best to reduce your electricity usage, turn lights out when you are not in the rooms.



# MEAL PLANS

Our meal plan consists of 14 Meals per week and this is loaded onto your Student ID Card. It provides a quick and convenient way for you to access both lunch and dinner (Monday to Friday) and brunch and dinner (weekends).

## LUNCH OFFER SANDWICH/ROLL BAR

Providing a wide range of fillings, salad items and protein options for you to choose from.

From the main buffet we have three hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc, and seasonal vegetables to complement the main meal

Salad bar

## DINNER OFFER (DAILY)

Three hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc., and seasonal vegetables to complement the main meal

Fresh fruit and dessert on offer

Full salad bar

## BRUNCH OFFER (WEEKENDS)

Full continental breakfast including a full range of cereals, spreads and yoghurt

Full cooked breakfast including bacon or sausages, eggs, hash browns, spaghetti or baked beans, sauteed mushrooms, breakfast breads i.e Toast options

## BEVERAGES

Chilled water, juice, tea and filtered coffee on offer with each meal



## VARIETY AND DIETARY REQUIREMENTS

All resident dietary requirements are met daily with nutritious and well-balanced menu options.

NB: Allergens and other dietary intolerances should be advised on application.

There is variety and choice available at each meal and a 4-6 week cycle menu.

## TIME2EAT APP

Our Time2Eat App allows our residents to view the menu, make orders, leave feedback on meals and respond to polls. we strongly encourage you to download this app and use it!

## MEAL PLAN DINING TIMES

### Brunch

10.00am - 1.00pm Saturday & Sunday

### Lunch

11.00am - 1.30pm Monday - Friday

### Dinner

5.00pm - 7.00pm Monday - Sunday

Please note dining times may change during semester breaks

## MEALS AND STUDY BREAKS

Your meal plan is part of your accommodation fees for the whole period of your residential agreement. If you choose to go home during a study break or a weekend, the meals are not refundable.





# SAMPLE MENU

	DESIGN YOUR OWN LUNCH					BRUNCH	
	MONDAY 1100 – 1330	TUESDAY 1100 – 1330	WEDNESDAY 1100 – 1330	THURSDAY 1100 – 1330	FRIDAY 1100 – 1330	SATURDAY 1000 – 1300	SUNDAY 1000 – 1300
HOT OPTION	Beef pattie	Chilli beef	Pork riblets	BBQ pulled pork	Beef meatballs in tomato sauce	Continental breakfast buffet (cereals, fruits, yoghurt, bread, milk)	Continental breakfast buffet (cereals, fruits, yoghurt, bread, milk)
HOT OPTION	Chicken pattie	Spicy minced pork	Crumbed chicken tenders	BBQ pulled chicken	Frankfurters	Hot English breakfast (scrambled or frittata or poached or fried eggs)	Hot English breakfast (scrambled or frittata or poached or fried eggs)
VEGAN / VEGETARIAN HOT OPTION	Vegetarian pattie	Spicy chilli beans	Chilli soy marinated tofu steaks	BBQ pulled jackfruit	Vegetarian sausages	Baked beans or spaghetti tomato sauce	Baked beans or spaghetti tomato sauce
STARCH	Roast potatoes	Nacho chips	Fried sliced potato	Paprika spiced rice cooked with onion, garlic and tomato	Home made potato wedges	Hash browns or roasted potato or fried or steamed potato	Hash browns or roasted potato or fried or steamed potato
VEGETABLES	Steamed corn on the cob	Spice roasted courgette	Cumin roasted carrots	Roasted spicy kumara	Roasted beetroot and celery	Roasted tomato or mushroom or asparagus or mixed veg	Roasted tomato or mushroom or asparagus or mixed veg
EXTRAS	A range of sauces	Assorted toppings	Assorted sauces	Assorted condiments	Variety of sauces	Bacon or sausage	Bacon or sausage
SALADS	A full salad bar for Make Your Own Salads						
BREAD STATION						Tortilla Wraps	Hot dog rolls
	Burger buns	Taco shells	Panini bread				

# YOUR COMMUNITY

## YOUR NEW HOME

They say that your time at University is the best years of your life, and living in student accommodation will enhance this experience.

Our community consists of Massey University students from a diverse range of cultures from around the world, so it gives you a great opportunity to meet new people and make lifelong friends.

We offer a safe and secure environment with 24/7 support.

**You will play an important role in your community through:**

## RESPECT

Our actions and attitudes have a tremendous effect on others – so keep it positive!

## TOLERANCE

We recognise that your community is naturally diverse and tolerance is important to ensure a thriving community.

We encourage a tolerant community where differences are valued.

## SUPPORT

We have a support network to assist you in your journey. We highly recommend that you utilise this service and seek support from the Massey Halls team.

## INVOLVEMENT

There will be lots of opportunities for you to become involved, so get out there and join the community.

## TEAMWORK

In our communal areas you will be sharing these spaces with others, this means everybody is responsible for kitchen, lounges and bathrooms. This requires you to be considerate of each other and share the facilities and tidying up.



# LIVING TOGETHER

● LEARNING TO LIVE TOGETHER WILL BE A BIG PART OF YOUR EXPERIENCE, SO HERE ARE SOME 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 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.

**IF YOU HAVE ANY ISSUES OR CONCERNS PLEASE CONTACT A MEMBER OF  
THE RESIDENTIAL LIFE TEAM.**

## LIVING AGREEMENTS

A living agreement will help you and other residents to create a set of community living expectations for you all to live by.

A staff member from the Residential Life Team will facilitate this once you move in, but it is your responsibility to implement.

### Community Living expectations will include:

- Sharing the kitchen and bathrooms
- Food
- Cleaning and cleanliness
- Rubbish and recycling
- Respect, boundaries and safety
- Reporting maintenance





# YOUR SAFETY AND WELLBEING

## WELLBEING AND SAFETY AT MASSEY HALLS

Being a successful student isn't just about academics, you need to look after your health and wellbeing as well.

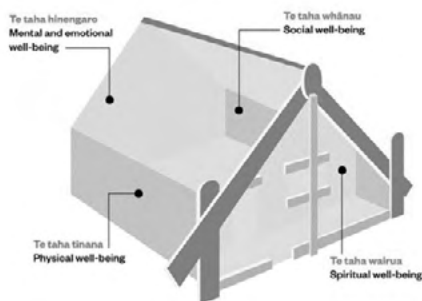
Your wellbeing is important to us so please do let us know if you become ill or have an accident or any medical issues so that we can put the support in place. This relates just as much to your mental health or any other circumstances that arise which cause you stress or trigger pre-existing life episodes. Halls staff are trained to listen to, support, and refer our residents to appropriate services depending on the situation. Most importantly, we care and want to ensure that you have what you need to get through. You can expect that any concerns you bring to us will be

treated with respect and confidentiality. We wish to work with you, not for you, as we look for solutions together. It is also important to understand that as we live in a communal setting as Halls of Residences, just as we have responsibility for the individual, we also have responsibilities for our community. For this reason, there may be times we need to have difficult conversations about the impact of individual needs and circumstances on the wider community. Once again, we aim to work openly and collaboratively with you and other supports or parties in this regard, and so expect your cooperation and understanding in return.



# STUDENT WELLBEING AND SAFETY FRAMEWORK

## Guiding and supporting you through every stage of your learning journey



### TE WHARE TAPA WHĀ

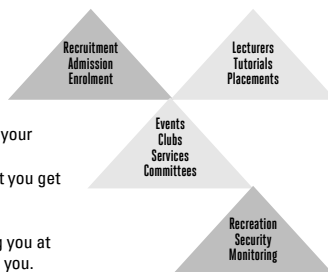
The four dimensions of the Māori model for wellbeing, Te Whare Tapa Whā, developed by Massey University researcher Professor Emeritus Sir Mason Durie (Rangitāne, Ngāti Kauwhata, Ngāti Raukawa) forms the basis for the student wellbeing and safety framework.

The model describes wellness as a house (whare) with all four walls being equally strong. The stronger your whare, the more likely you are to succeed and have a good time doing it.

### SUPPORTING YOU THROUGH YOUR STUDY JOURNEY

The application of Te Whare Tapa Whā ensures a holistic approach through your study journey. We aim to achieve this by:

- Understanding and delivering to your unique needs and ambitions so that you get the most out of your time at Massey
- Providing equity of access to study, services and platforms
- Ensuring our services and systems are connected and cohesive, keeping you at the centre of our efforts by working in partnership on decisions affecting you.



## 3 tiers supporting and advising your wellbeing to improve your study success

We take a tiered approach to supporting and advising student wellbeing, in line with the New Zealand Government's pastoral care code of practice. We want you to succeed academically and can help develop wellbeing plans with your unique needs and strengths in mind.

#### TIER 1

Colleges, departments and services provide support based on identified or requested need. They check-in as agreed with you based on the need.

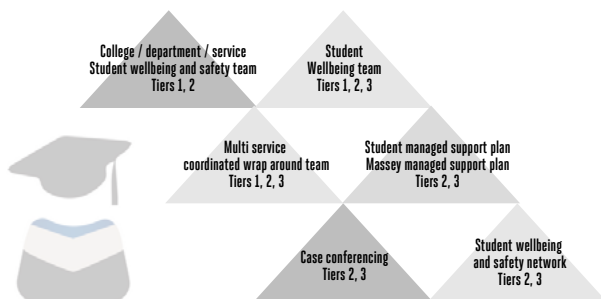
#### TIER 2

Colleges, departments and services support you to navigate multiple Massey support with an agreed action plan. They support your resilience and mana with a considered self-management plan.

#### TIER 3

Specialist staff within the Student Wellbeing team support you with acute wellbeing needs alongside other staff, whānau and, at times, external services.

## Coordinated wrap around wellbeing support



### Student Wellbeing team

Coordinated wrap around wellbeing support is available. Our team offers wellbeing related expertise, student centric practice, cultural competence and a strengths-based holistic approach, supporting your study journey. For more information email [studentcare@massey.ac.nz](mailto:studentcare@massey.ac.nz).



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KI PUREHUROA | UNIVERSITY  
UNIVERSITY OF NEW ZEALAND

## HOW WE HANDLE WELLBEING CONCERNS AND DISCLOSURES

It is our experience that the best outcomes for supporting residents going through something are achieved when the individual concerned is willing to work with us and we are able to connect them in with the most appropriate services and supports available on and sometimes off campus. Below is the general process we like to follow when someone comes to our attention.

In the case that the individual chooses not to engage, where this puts their own wellbeing and safety or the wellbeing and safety of others at risk we may need to follow other avenues of escalation. In a small number of cases, it may be deemed that the Halls environment is not conducive to a persons circumstances. This is a conversation that we broach with sensitivity and consideration of a range of factors, and where possible in consultation with the individual and their whānau.

# YOUR RESPONSIBILITIES

## ACCOMMODATION FEES

You are required to pay accommodation fees for the full period of your residential agreement. If your account enters arrears, our Customer Service Administrator will be in touch with you to discuss payment.

## AWAY FROM HALLS

It is important that you notify us at the accommodation office when you are planning to be away from the hall for a number of days. This helps us to keep you safe as we know where to find you in an emergency.

## BATHROOMS

You are required to keep the bathrooms clean, tidy and hygienic. After use, please ensure that the toilet has been flushed, sink clean, rubbish in bins and any excess water mopped up and personal items taken back to your room.

## COMMUNAL SPACES

It is important that our communal spaces are kept clean and tidy. You should consider the impact on others health, hygiene and safety when using these areas.

## COMPLAINTS

If you wish to submit a complaint please do so in writing to:  
[accommodation.manawatu@massey.ac.nz](mailto:accommodation.manawatu@massey.ac.nz)  
and the complaint will be passed to the appropriate staff member.

## DAMAGE AND MAINTENANCE

If you notice any damage or that something needs repairing, please report immediately through the accommodation portal and click on "fix it request." This also enables you to track the progress of your request.

## DOORS & ACCESSWAYS

For the safety and security of our community, please do not let unknown people into the buildings, ensure that doors and access ways into the buildings are kept closed and free from obstruction at all times. Tampering with, propping open or obstructing doors and access ways may result in disciplinary action. Residents are not permitted to store personal items within the hallways.

## ELECTRICAL SAFETY

Your safety is important to us, therefore all personal electrical items must be tested.

Don't worry, we make it easy on you! We organise drop-in sessions for you to bring your personal electrical items to be tested and tagged.

Items that have not been tested and tagged may be confiscated until they can be tested.

Massey Halls Staff reserve the right to confiscate electrical items that fail testing under New Zealand electrical safety standards.

Due to Health and Safety requirements, portable heaters are not permitted.

## FRIDGES & FREEZERS

These are provided for communal use, so we strongly advise that you label all your food items. It is your responsibility to remove any unused or out of date items. Massey Halls does not take any responsibility for missing items.

## HAZARDS

If you see a hazard please inform us via the Massey App, click on Emergency & MasseySAFE then click on report a hazard or incident and enter the details.

## ISSUES

Unfortunately our team can't be everywhere at once, so we need you help

to address issues. If you have a personal issue, are worried about someone, or become aware of a behaviour breach, then please report it to us so that we can address it. We are contactable 24/7. We can't help if we don't know!

## KEYS AND ACCESS SWIPE TAGS

You are responsible for your keys and access swipe tags, keep them on you at all times. If you lose your keys or swipe tags please notify Massey Halls immediately. You will be charged up to \$151 for the replacement.





## MEDICAL / PSYCHOLOGICAL

You must notify Massey Halls if you or another resident has or is experiencing a medical emergency. If the emergency is of a serious nature, phone an ambulance on 111. If you are unsure of what action to take contact the Duty RA immediately on 0800 234 563 so that the situation can be assessed.

## SUSTAINABILITY

We have worked hard to implement many sustainable initiatives over the years to help our community and planet and we can't do this without your help. You must also play your part in this role by ensuring you reduce your use of things such as electricity, water, plastic and waste. Please ensure you recycle your items correctly.

## SOCIAL GATHERINGS

For the safety and comfort of all residents, private parties are not permitted in the Halls or communal areas at any time. Noise and numbers of people in a room at one time will be monitored by Massey Halls staff and/or Massey Security which may result in your being asked to vacate a room if it is not your own.



# OUR RESPONSIBILITIES

## THE PASTORAL CARE CODE OF PRACTICE

All tertiary accommodation providers in Aotearoa New Zealand are required to abide by Codes of Practice for Domestic and International Students. These Codes are in place to ensure that providers consider the various factors that are important to ensuring student accommodation is safe, comfortable, and conducive to your studies and ongoing development.

Key outcomes outlined within the Codes relate to the following areas:

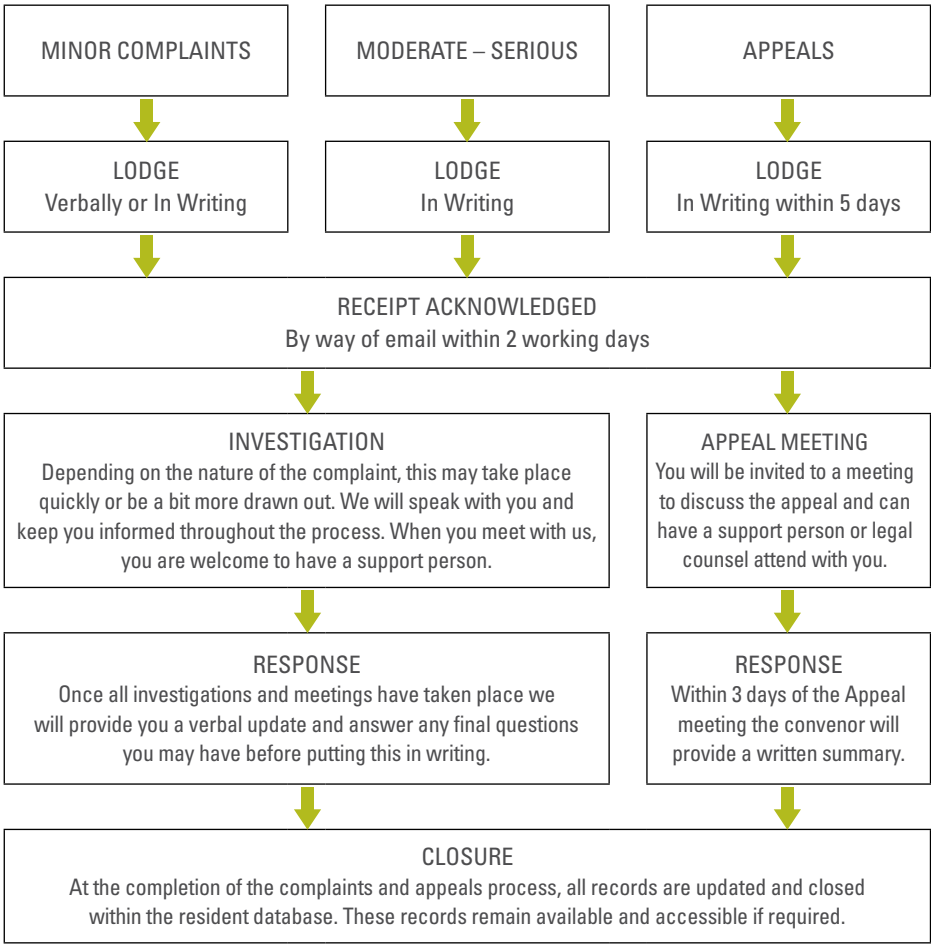
- Communications and marketing
- Resident contracts, accounting, and administration
- Orientation
- The residential community

- Student voice
- Safety, security, and wellbeing
- Operational planning
- Buildings and facilities
- Grievances and appeals

Massey Halls are committed to upholding the Codes and regularly measure our practices against these. It is important to us to have your input also. For this reason, we ask you to join our committees and provide feedback by way of surveys and other forums. If there is any standard that you do not feel we are meeting, or you have a specific concern that you feel needs addressing, we want to know about it. You can raise concerns to our National Manager Accommodation Services in writing to [k.t.manning@massey.ac.nz](mailto:k.t.manning@massey.ac.nz). We will do all we can to work with you to find a solution.



Below is the process we follow when a Resident raises a complaint or appeals a decision we have made:



## BREACHES OF THE CODE

If a resident has made a complaint and/or appeal and does not feel satisfied with the outcome, this needs to be raised through the formal complaints process of Massey University. This can be done by visiting <https://www.massey.ac.nz/student-life/services-and-support-for-students/support-with-making-a-complaint/>

If the resident is not satisfied with the outcome of Massey University's complaints process, they may then make a complaint to Universities New Zealand, as the authorised Code Administrator.

# COMMUNITY STANDARDS

These standards are enforceable terms of your Residential Agreement, and any breach may result in a sanction.

Massey University Student Accommodation maintains community standards that centre on the Massey University Student Code of Conduct, consideration for others, safety, resident welfare, and the protection of property. By accepting your offer of place and signing this agreement you are agreeing to adhere to these standards.

The accommodation is not only your home, but also the home of many other residents. We intend it to be a happy, healthy and fun place to live, however, the key to achieving this, sits with our residents.

## 1. COMMUNITY STANDARDS

### 1.1 Abusive or Threatening Behaviour

All residents and staff have the expectation of a safe, peaceful work and study environment within Massey Halls. Any behaviour considered to be threatening or abusive will not be tolerated and will result in disciplinary action.

### 1.2 Alcohol Consumption

While Massey University is opposed to the excessive and irresponsible consumption of alcohol, moderate consumption of alcohol is permitted within Massey Halls as long as the following conditions are met:

- Alcohol can only be consumed in the following designated areas: Kānuka and Karaka Common Rooms, City and Egmont Court Common Rooms, Kairanga and Rotary Court lounges, and Atawhai Common Room and lounges.
- No alcohol is to be stored or consumed within alcohol-free halls; and open vessels/drinks are not permitted outside of the designated areas such as bedrooms, bathrooms, hallways, and external grounds;
- Alcohol can only be consumed during the permitted hours of Thursday, Friday and Saturday 7pm – 10:30pm.
- The following alcohol is permitted; beer, cider, wine and Ready to Drink (“RTD”) and must be within original container (unless decanting supports safe drinking such as pouring wine bottle into glass)
- The following activities/items are not permitted:
  - Spirits including but not limited i.e., vodka, gin, whisky
  - Large volumes of alcohol such as casks, kegs, mini tankers and crates
  - Drinking games and related equipment, such as funnels
  - Home brew kits or other methods of producing alcohol
- Massey Halls staff reserve the right to confiscate or request residents to dispose of alcohol if they have concerns about the resident’s safety or wellbeing, or the effect of the drinking behaviour on the safety and wellbeing of others.
- Massey Halls staff reserve the right

to confiscate and destroy any non-permitted items, or alcohol being consumed outside of the permitted hours and/or the designated areas;

- Residents consuming alcohol must consider the needs of other residents.
- Behaviour resulting from the over consumption of alcohol that disturbs the peace and/or privacy of others will result in disciplinary action.
- Massey Halls staff reserve the right to refer any resident with a pattern of excessive alcohol consumption to Massey Health and Counselling Centre, and/or, the resident's parents or guardians may be contacted if there is a concern about the safety and wellbeing of the resident.
- Intoxicated guests or visitors are not permitted within Massey Halls and will be asked to leave.
- Residents under 18 years of age, are not permitted to consume alcohol under any circumstances.
- Consumption of alcohol during study break and exam times is not permitted, and these times will be communicated to residents each semester.

### 1.3 Cleaning and Cleanliness

We expect all our residents to keep their rooms and communal areas clean and tidy. Should areas be left in a state of unreasonable cleanliness, charges to rectify the cleaning outside of the normal cleaning schedule will be charged to those responsible.

### 1.4 Community Living

Successful communal living comes from respecting others and their property. This means understanding that others may have different feelings, responses, ways of expressing themselves, ways of doing things and tolerance levels. You will need to show respect, tolerance and consideration for others and you should expect the same in return.

Any behaviour, language or material that causes offence should not be used and all residents are reminded to consider the needs of others at all times.

### 1.5 Damage and Vandalism

Any damage to property will be charged for the cost of remediation, and may be subject to disciplinary action if damage is intentional.





## 1.6 Dangerous Items and Hazardous Substances

The possession or storage of firearms and weapons is not permitted at Massey Halls by residents or guests, including but not limited to knives, firearms, swords, airguns, pistols, BB guns and bow and arrows (this includes replica items).

The police may be informed if an offensive and/or dangerous weapon is found within any student accommodation and/or areas surrounding them.

Residents are not permitted to have or use hazardous substances such as chemicals, spray paints, butane lighters or fluid solvents within Massey Halls. Any damage caused by paint, glue or varnish to carpets or floors will be charged to the resident concerned, or the entire Hall/Apartment.

Using any object, article, substance or liquid offensively or dangerously or in a manner that is likely to frighten others is strictly prohibited within Massey Halls.

## 1.7 Discrimination, Harassment and Bullying

We welcome everyone at Massey and don't accept discrimination, intolerance and harassment against any communities.

It is the complainant's decision about how any issues will be addressed, as complaints can be handled in a variety of ways.

## 1.8 Fire Safety

Candles, incense, open flamed oil/wax burners and fan heaters are not permitted for fire safety reasons.

Hot plates, electric fry pans are not permitted in the halls.

Fireworks and firecrackers are not

permitted on university grounds or in Massey Halls.

The unwarranted discharge of, or tampering with, any fire safety equipment such as; fire extinguisher, fire hose or fire detector is not permitted as it can result in serious harm. Any resident or their guest(s) found to be tampering with fire safety equipment will result in disciplinary action and/or cost recovery.

Residents are expected to practice safe fire prevention by:

- Ensuring when cooking that you are using the cooking appliances correctly
- Always attend to your cooking
- Cooking is not permitted in bedrooms
- Do not cover the heaters
- Ensure all personal electrical items are tested and tagged

Massey Halls reserve the right to confiscate any non-permitted or non-compliant items

## 1.9 Graffiti, Tagging, Posters and Flyers

Residents must not display posters or advertising in communal areas within Massey Halls without consent from staff.

Affixing posters, flyers, or the use of graffiti and tagging, like any other intentional damage to Massey Halls or to any university property will be charged to the individual(s) for the cost of remediation and may result in disciplinary action.

## 1.10 Guests and Visitors

Guests and visitors are the responsibility of the resident that invited them. Residents must advise their guests of the Massey Halls Community Standards, and guests

must abide by these standards whilst here. We allow our residents to have overnight guests for a maximum of 2 nights a week.

Residents may have a maximum of 2 guests/visitors at any one time.

A guest must leave the residence immediately if requested to do so by Massey Halls staff or security.

### **1.11 Illegal Substances**

The possession or use of illegal substances is not permitted at Massey Halls by residents or guests and may result in Massey Halls disciplinary action or be referred to the NZ Police.

### **1.12 Initiation Ceremonies, Hazing and Pranks**

Such activities are not common or accepted practice in New Zealand universities and are not permitted in Massey Halls. Any resident found to be participating or organising initiation ceremonies, hazing or pranks of a coercive or potentially dangerous nature will be subject to disciplinary action.

### **1.13 Noise**

While Massey Halls operates to facilitate academic success, it is also a social place and some noise will be present. Residents should always show regard and consideration for others.

All residents should be particularly mindful of the noise generated from normal activity such as holding small gatherings, watching movies, playing computer games, or returning late at night.

Residents are also responsible for the noise that guests make.

Noise should be kept to a minimum between 11pm and 7am. Excessive noise any time may result in disciplinary action.

Massey Halls staff reserve the right to confiscate items causing repetitive excessive noise.

### **1.14 Operating a Business**

Residents are not permitted to conduct a business from Massey Halls.

### **1.15 Pest Control**

Residents are expected to maintain a level of cleanliness in their living areas and shared social spaces to minimise pest issues such as ensuring food is not left out.

Where a resident/s is found responsible for the requirement of pest control measures beyond standard work, resident/s will be charged for the cost of remediation.

### **1.16 Pets**

Unfortunately, no pets are permitted to live at Massey Halls.

### **1.17 Pornography**

Any material that is pornographic in nature is not permitted within the shared areas of the residence. This includes materials such as posters, media and online content.

It is important that all people are treated with respect and residents can expect to live in an environment where they are not subjected to material that is offensive, pornographic, or disrespectful.

### **1.18 Right of Entry**

Massey Halls Staff, Security and Contractors have the right to enter your room, apartment or studio unit at anytime for any of the following reasons:

- If there is an emergency or a reason to believe that someone is in clear or imminent danger
- If there is a requirement to do a welfare check
- If there could be a possible breach in

the community standards by you or a guest

- If there is a requirement for maintenance
- Or for the purpose of our routine room inspections (you will receive notice on these)

### **1.19 Sexual Harm**

Incidents of sexual harm are not tolerated within Massey Halls.

All complaints of sexual harm will be managed in survivor-centric ways, and it is always up to the complainant to decide what investigation pathway they would like to take, however please note halls staff are required to record any incidents of sexual harm disclose to them where relevant to the Massey community, but this information is only accessible to a very small number of confidential staff.

You can make a disclosure or a formal complaint about an experience of sexual harm through Massey processes, and you can also report the incident to the NZ police - Massey can support you through this process if you wish. You may reach out to our staff who will provide you with guidance about investigation pathway options.

Information about disclosures and complaints is available on the Massey University website.

### **1.20 Smoking and Vaping**

Massey University Campuses are smoke free, so smoking and vaping is not permitted on campus grounds nor within Massey Halls.

A temporary smoking and vaping shelter is situated within a short distance of the accommodation.

### **1.21 Social Gatherings**

Private parties are not permitted at Massey Halls.

### **1.22 Solicitation**

Solicitation is an uninvited or unwanted attempt to make contact with a resident for the purpose of promoting religious beliefs, engaging political views or encouraging the purchase of items or membership. Solicitation is prohibited within Massey Halls, this includes university groups or organisations.

### **1.23 The Law**

Any offences that are criminal in nature may be referred to the NZ Police.

If you are a victim of a crime, please seek help from the team. We take crime seriously and will do all we can to assist you.

If you have been convicted of an offence or have charges pending, we ask that you advise the Residential Life Manager.

Please note that some charges may affect your eligibility to live in the accommodation. Whilst we do not wish to discriminate unnecessarily, the safety and wellbeing of our residents and community will be our primary concern in all circumstances.

### **1.24 Unauthorised Areas**

For your safety and the safety of others, residents are not permitted on any roof ledges or balconies and must not use any windows for entering/exiting the accommodation. You will not be permitted to sit or climb on any balustrades or enter any plant/electrical or cleaning cupboards.

# DISCIPLINARY

## DISCIPLINARY PROCEDURES

When an incident occurs within Massey Halls involving residents, the Massey Halls staff will lodge a report.

Residents involved will be contacted for a meeting.

After investigation, if Massey Halls community standards have been breached or the incident involves criminal acts, further disciplinary action may be taken.

The Massey Halls disciplinary process is designed and operated in adherence to the principle of natural justice. This principle requires:

1. The respondent must be given notice of the behaviour or incident that is thought to be a problem, and the resolution process to be used to address the behaviour/incident;
2. The respondent must be given the opportunity to respond to the information and put forward their version of events; and
3. The decision made must be done so impartially, honestly and without bias.

## DISCIPLINARY PROCESS

Breaches of these rules are generally managed within Massey Halls, however there are a number of other disciplinary processes that may be followed if deemed appropriate. Generally, this will depend on the particular incident, the rule breached, the degree of seriousness of the incident, or outcome of the incident.

The discipline systems include:

- Massey Halls discipline process;
- University harassment process;
- Wider University Disciplinary processes;
- Security and traffic processes; and/or
- Referral to the Police.

## SANCTIONS

Any sanction will be determined by the assessment of the seriousness of the incident, possible sanctions include, but are not limited to:

- Verbal warnings;
- Written warnings;
- Imposition of community service;
- Fines;
- Confiscation of items;
- Retraction of privileges, such as no guests permitted;
- Trespass notices;
- Behaviour contracts;
- Suspension from Massey Halls;
- Eviction.

## EVICTION

Eviction occurs in rare circumstances, and as a last resort. Residents are normally given 24 hours to vacate the premises; however, in extreme circumstances removal from Massey Halls may be immediate.

Evicted residents must return their keys to staff and they may be trespassed,

depending on the circumstances. Evicted residents remain liable for their accommodation fees up to the termination date, to a maximum of 10 weeks.

## URGENCY PROVISIONS

If a student is deemed to pose a risk to themselves, others, and/or the property, the University may require the resident's contract to be terminated and will assist in ensuring an alternative plan is in place. In these circumstances the next of kin/ guarantor may be expected to assist.

## COLLECTIVE RESPONSIBILITY

Collective responsibility means that where there is a cost of damage outside of fair wear and tear, or where excessive

cleaning is required, where no individual(s) have come forward to take responsibility after investigation, then the responsibility becomes the collective responsibility of all the residents of the building, floor, or apartment in which the damage, loss or cleaning occurs. The full cost is billed on a pro-rata basis.

## APPEALS

If you want to appeal a sanction, you can do so within 5 working days in writing to the National Manager Accommodation Services [k.t.manning@massey.ac.nz](mailto:k.t.manning@massey.ac.nz).





# COMMUNICATIONS

## EMAIL

We use your email to communicate directly with you. Each Monday we send out weekly update to ensure you are kept up to date with everything you need to know, so it's worth checking regularly.

## TELEPHONE

You will also receive calls from us now and again, so make sure we have your current New Zealand mobile number. You can update your number anytime by contacting the customer service administrators.

## HALL GATHERINGS

Throughout the year your community will come together for a catch up and activity. We highly recommend you attend if you don't want to miss out on what's happening.

## FOLLOW US

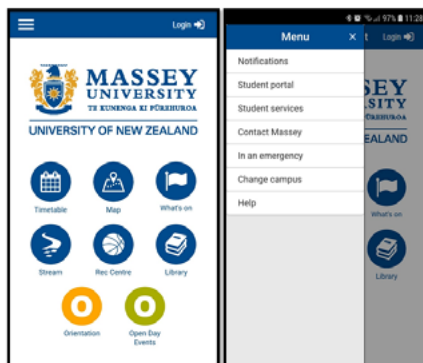


@masseyhallsmanawatu

## MASSEY APP

Download the Massey App for access to things like

- Your timetable
- How to find your classes
- Events on campus
- Emergency alerts
- Report campus health and safety concerns and incidents
- Free on the App Store and Google Play Store



# EVENTS AND ACTIVITIES

We provide lots of opportunities for all residents to get involved in a variety of events and activities, both on and off campus throughout the year.

## GETTING INVOLVED

We encourage you to get involved as much as possible. One of the best ways to make friends whilst living in Massey Halls is to participate in the many events and activities we arrange. Getting to know other residents is key to having a great experience living on campus and in the coming years.

Our events range from large to small events, highly social to relaxed events, to ensure we meet differing social needs.

Your attendance at these events is important to us as it plays a big part in developing our sense of community.

All our events are advertised on our socials,

TV screens and event boards.

We are always looking for ideas when it comes to events and activities, so do let our Residential Life Coordinator know if there is anything in particular that you would like us to organise.

## ACTIVITY FEE

All residents have paid an activity fee, which is used to subsidise events and activities, so again, get involved.



# CAMPUS SERVICES

## STUDENT ASSOCIATION TE TIRA AHU PAE

This is your independent students' association and provides a range of services to students such as:

- Administering the Student Hardship Fund
- Advocacy support
- Campus Life activities
- Clubs, societies and cultural groups
- Class Advocates programme
- Volunteering opportunities

Location: **Student Centre, Level 2**

## CAMPUS INFORMATION SERVICES MŌHIOHIO

Assist students with a range of enquiries such as:

- Enrolment
- Fee enquiries and payments
- General enquiries
- Scholarships
- StudyLink
- Timetables

Location: Registry Building, Level 2

## CAREERS – ARAHI UMANGA

Our service can assist you with:

- Advice on exploring your career options
- Access to job vacancies

- Tools for CV and cover letter building and for reviewing your CV
- Interview simulation tools
- A wide range of employer and career-related events and seminars

Find out more in the 'Careers' section of MyHub or contact us at: [careersupport@massey.ac.nz](mailto:careersupport@massey.ac.nz)

## CENTRE FOR LEARNER SUCCESS

The Centre for Teaching and Learning helps students to develop their academic skills. Our consultants, workshops and online resources provide advice and support for:

- Academic writing
- Referencing
- Study skills
- Exam preparation

We work with students from first year to postgraduate level. Go to Assessment Help on the Massey App to access our services

**Telephone:** 06 356 9099 xtn 83540

## CHAPLAINCY MINITA WHAKAPONO

Our chaplaincy team can assist you with:

- Connecting you to other students
- Connecting you with faith communities
- Exploring faiths
- Prayer and Mediation

**Location:** The Centre

**Telephone:** 06 350 5597

## DISABILITY SERVICES

If you have a disability and require support throughout your study, they can assist you with:

- Accessible course material
- Accessing disability services
- Additional assistance in exams
- Equipment for short term loan
- Support for lectures and laboratories

**Location:** Registry Building, Level 2

## FOOD OUTLETS

We have a variety of food outlets on campus, offering many options.

- STreat and TrEat – Dining Hall, Concourse
- Must Have Coffee (MHC) – Library
- Wharerata – University Avenue
- MUSA Shop – Concourse

## HEALTH AND COUNSELLING CENTRE

### TE WHARE HAUORA & ĀWHINA

Whilst living in Massey Manawatū we recommend that you register at Health and Counselling Centre. The team consists of nurses, doctors and counsellors. A registration form is available in your welcome pack. Services consist of:

- Applying for aegrotats
- Counselling
- Health and medical
- Wellbeing workshops and groups
- Physiotherapy
- Prescription delivery

**Location:** Registry Building Level 1

**Telephone:** 06 356 9099 xtn 85533



## RECREATION CENTRE

### TE WHARE TAPERE

This centre provides a comprehensive range of recreation; sporting, health and fitness activities including:

- Group Fitness Studio with a diverse range of classes
- Health and fitness centre
- Sports Hall
- Dance and Dojo studio
- Squash gym
- Activity centre

**Location:** Recreation Centre

**Telephone:** 06 350 5080

## MASSEY SECURITY & TRAFFIC, COMMUNITY CONSTABLE

- Car Parking
- Lost property

**Location:** Security and Traffic Building, Colombo Road

**Telephone:** 06 356 9099 xtn 82288





# EMERGENCY PROCEDURES

## KNOW WHAT TO DO BEFORE AN EMERGENCY HAPPENS

**Dial 📞 111 for Emergency Services**  
(Fire, Ambulance, Police) if required

IF YOU HAVE SECURITY CONCERNS ON CAMPUS:

**Dial 📞 your Massey Security Team helpdesk**  
**0800 MASS 50 (0800 6277 50) – 24Hrs / 7 Days a week**

- Act on evacuation alarm or instruction from Massey Wardens.
- FLUORESCENT VESTS identify Massey Wardens.
- For more information on emergency management at Massey refer to: [www.massey.ac.nz/emergency](http://www.massey.ac.nz/emergency)
- To keep updated following an emergency refer to the Massey University Homepage, and Massey on:

<https://www.massey.ac.nz>



[masseyuniversity](https://www.massey.ac.nz)



[@MasseyUni](https://twitter.com/MasseyUni)

- To receive emergency alerts direct on your smart phone from Massey down load the Massey App: Scan the QR Code below or search "Massey Uni App" on [www.massey.ac.nz](http://www.massey.ac.nz)

SCAN QR CODE TO GO TO MASSEY APP WEB PAGE



**EXIT**

## BUILDING EVACUATION

**EXIT**

### UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:

- Evacuate the building IMMEDIATELY via the nearest safe fire exit.
- Take your keys, cellphones, bag and wallets only if they are in reach.  
DO NOT go back to get personal items.
- Follow the instructions of the Massey Wardens at all times – assist people with disabilities if asked.
- If you need help to get out, wait in the smoke stop lobby or stair landing until help arrives.
- Guide your visitors out of the building.
- Move quickly and calmly – keep noise to a minimum.
- DO NOT use lifts. DO NOT carry food or drink.
- Merge (like a zip) in the stairwells with occupants from other floors.
- Assemble at the designated assembly point.
- Advise a Massey Warden if anyone you know is unaccounted for.
- DO NOT re-enter the building until the Massey Warden has given the ALL CLEAR.  
Re-entry may take some time.

### AFTER HOURS ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as Warden.
- Know the location of the nearest fire alarm call point, emergency exit, fire alarm panel and assembly areas.
- Make a 📞 **111** (Fire) call.
- Check their floor is clear and report to the fire alarm panel to await the arrival of the Emergency Services.

### ALL CLEAR

- Remain at the Assembly Area until the Massey Warden announces the ALL CLEAR.
- If the Fire Alarm stops, it does not mean the emergency is over.
- Normal routine may resume once the ALL CLEAR is received from a Massey Warden.

## EVACUATION PROCEDURE



## EXIT

## FIRE

## EXIT

## IF YOU SEE, SMELL SMOKE OR SUSPECT A FIRE

If safe rescue/  
remove persons  
in immediate  
danger.

1. Activate alarm
2. Shout FIRE! FIRE! FIRE!  
to warn others.
3. **Call ☎ 111 (Fire).**

- If safe, confine/contain the fire.
- Use fire fighting equipment only if **trained and competent** to do so.
- If safe to do so, turn off power to machinery or gas supplies
- Close doors after exiting the area.

- Walk, do not run, to the nearest safe exit.
- Do not push or crowd.
- Merge like a zip with occupants from other floors.
- Do not use lifts.
- Do not carry food or drinks.
- If you have to open a door and cannot see if the other side is safe, use the back of your hand to check for heat from the bottom to the top of the door. If hot, do not open the door. If not hot, open the door slowly standing behind and to one side.
- Proceed to designated Assembly Area.

## DURING A FIRE

- If there is smoke: get on your hands and knees and crawl low and fast to escape smoke. The smoke will be hot and poisonous, and if you breathe it in, it can kill you.
- Remember: Get Down, Get Low, Get out.
- If you can, close doors behind you to stop the fire spreading.
- If you cannot get out of the building: close the door of the room you are in and put a towel or other material under it to stop the smoke coming in. Go to the window and yell 'FIRE! FIRE! FIRE!'. Wait for help.
- If you cannot open a window: (if it has security stays, for example), consider using a chair or other furniture to break the glass. Use something to cover any remaining sharp pieces of glass to escape unharmed.
- As soon as it is safe, **call ☎ 111 (Fire)** immediately from a mobile phone or other Massey phone.
- Once you are out of the building, stay out.
- Proceed to the designated Assembly Area.
- Remember to let the Massey Wardens know if there is anyone missing. They will alert the arriving Firefighters and Emergency Services.

## FIRE



## EARTHQUAKE



### DURING AN EARTHQUAKE

**DROP** where you are, onto your hands and knees. This position protects you from being knocked down and allows you to stay low and crawl to shelter if nearby.

Take **COVER** under a sturdy desk, table or other furniture. Protect your head and neck with one arm and hand.

- If a sturdy table or desk is nearby, crawl underneath it for shelter
- If no shelter is nearby, crawl next to an interior wall (away from windows)
- Stay on your knees; bend over to protect vital organs

**HOLD** on until shaking stops

- **UNDER SHELTER:** hold on to it with one hand; be ready to move with your shelter if it shifts.
- **NO SHELTER:** hold on to your head and neck with both arms and hands.

Do not run outdoors. Do not use elevators. Follow any directions from Massey Wardens

#### **DURING AN EARTHQUAKE IF YOU:**

**ARE OUTSIDE:** Drop, Cover and Hold. Protect your head and neck. Move to an open clear area if safe to do so. Avoid falling hazards.

**IN A VEHICLE:** Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards.

Stay in your vehicle.

Do **NOT** run outside during an earthquake.

It is frightening to stay in a building immediately after an earthquake but it is much safer than immediately going outside.

An earthquake is not like a fire. You do not have to evacuate a building straight away unless it is showing obvious signs of distress.

When you eventually evacuate, do take your wallet, coat, bag, etc. You are more vulnerable if you leave those things behind.

An evacuation assembly area in case of fire might not be appropriate after an earthquake. Glass and masonry falling into streets cause casualties. Large open areas with no tall buildings, power lines or other hazards immediately adjacent are best. It is often better to remain in your building until a safe route out has been found.

## EARTHQUAKE

## SEVERE STORM / TORNADO / FLOOD

Stay informed on local weather updates. Listen to your local radio stations, as Civil Defence and Emergency Management authorities will be broadcasting the most appropriate advice for your community and situation.

### WHEN A STORM WARNING IS ISSUED AND DURING A STORM

- Secure, or move indoors, all items that could be blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Do not walk around outside and avoid driving in a storm.
- Power cuts are possible in severe weather. Unplug small appliances that may be affected by electrical power surges. If power is lost, unplug major appliances to reduce the power surge and possible damage when power is restored.

### TORNADOES

- Tornadoes sometimes occur during thunderstorms in some parts of New Zealand.
- Alert others if you can.
- Take shelter immediately. A basement offers the greatest safety. If underground shelter is not available, move to an interior room without windows on the lowest floor. Get under sturdy furniture and cover yourself with a mattress or blanket.
- If caught outside, get away from trees if you can. Lie down flat in a nearby gully, ditch or low spot and protect your head.
- If in a car, get out immediately and look for a safe place to shelter. Do not try to outrun a tornado or get under the vehicle for shelter.

### DURING A FLOOD OR IF A FLOOD IS IMMINENT

- Stay out of flood water – it will conceal underwater hazards and can be contaminated with sewage and/or chemicals.
- If you have a disability or need support, make contact with your support network.
- If at home, put your household emergency plan into action and check your getaway kit. Be prepared to evacuate quickly if it becomes necessary.
- Where possible, move pets inside or to a safe place, and move stock to higher ground.
- Do not attempt to drive or walk through flood waters. Consider your route home and if it will be flooded.

## SEVERE STORM / TORNADO / FLOOD



## TSUNAMI

NOTE: None of the Massey campus locations (Auckland, Manawatū or Wellington) are located in a Tsunami Evacuation Zone.

This information applies when away from the main Massey campus locations and near to the coastline anywhere in New Zealand.



A tsunami consists of a series of waves; the danger may last several hours.

Know where the highest ground is and how to get there. Once you get to a place of safety, be prepared to wait it out.

- Move immediately to the nearest high ground or as far inland as possible (Go at least 2km inland, or 35 meters above sea level). Do not wait for an official tsunami warning.
- Our entire coastline is at risk of tsunami. Knowing the right immediate action to take can prevent injury and save lives.
- If you are near the coast and feel an earthquake that is LONG or STRONG: GET GONE
- An earthquake that lasts more than a minute OR makes it hard to stand up is a natural tsunami warning.
- If you are near the coast, do not wait for an official warning. Move immediately to the nearest high ground or as far inland as you can. Walk or bike if you can. Stay there until you get the all clear.

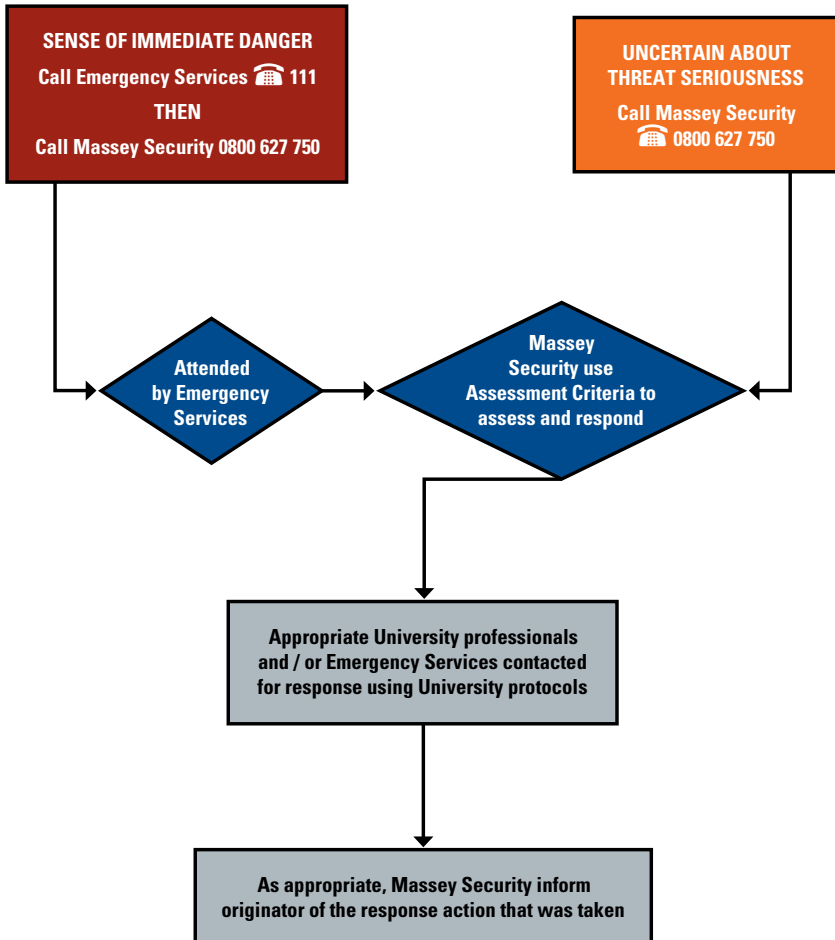
## TSUNAMI





## POTENTIAL THREATS OF HARM

### RESPONSE TO POTENTIAL THREATS OF HARM



## THREATS OF HARM / ACTIVE ARMED OFFENDER

## ACTIVE ARMED OFFENDER

New Zealand has a low risk of Active Armed Offender attack. However if attacks involving firearms and other weapons occur it is important to react quickly.



**RUN!**

Your priority should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

- Under immediate attack – Take cover initially, but attempt to leave the area as soon as it is safe to do so.
- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.
- Nearby attack – Leave the area immediately and move quickly away from where the attack is located, but only if it is safe to do so.



**HIDE**

If you do not believe you can safely evacuate, then you may need to consider sheltering in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as corridors and foyers;
- Consider locking or barricading yourself and others in a room or secure area;
- Secure your immediate environment and other vulnerable areas;
- Move away from the door and remain quiet;
- Silence mobile phones and other devices that may identify your presence;
- Try to contact police (111) or others to advise of your location and situation;
- Assess and re-assess options for sheltering in place either at your current location or at an alternative location;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.



**TELL**

The more information you can pass on to the Police the better, but **NEVER** at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident;
- Description of the offender/s and whether they are moving in any particular direction;
- Details of any weapons being used;
- Number of people in the area and any that have been injured; and
- The motive or intent of the offender/s (if known or apparent).


Provide this information immediately to the Police via 111 if this can be achieved safely.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.



## ACTIVE ARMED OFFENDER

# BOMB THREAT OR SUSPICIOUS PACKAGE

## IF YOU DISCOVER A SUSPICIOUS PACKAGE

1. Do not handle or open the item.
2. Take steps to isolate the area and prevent others being near or touching the item.
3. Phone the Massey Security Team on  **0800 6277 50** and describe the item and your suspicions.
4. The Security Team will make an assessment and will coordinate directly with NZ Police as required.


## IF YOU RECEIVE A BOMB THREAT BY PHONE, EMAIL OR ANOTHER MEANS

- Listen carefully and get information (Record information using the checklist over page). DO NOT interrupt the caller.
- Report the threat immediately to the Police  **111** and then Massey Security  **0800 MASS 50 (0800 6277 50)**

Note EXACT wording of the threat from the caller.

Keep the person talking and note answers to the following questions:

- WHEN will the bomb explode?
- WHERE did you put the bomb?
- WHAT does it look like?
- WHAT kind of bomb is it?
- WHAT will make it explode?
- HOW long has the bomb been in position? Once evacuated, disperse as far away from the building as possible

Call  **111** (Police) State that you have received a bomb threat:

- State your name and location including city, Massey Campus location, building name, floor and room number.
- State location of bomb and time set to explode, if known.
- Answer any questions as best you can, and follow the instructions given by Police.
- Notify and evacuate staff verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- Do not use cell phones or radio transmitters (RTs).
- Do not touch or move any suspicious object.

**THERE IS BOMB THREAT CHECKLIST ON BACK OF THIS PAGE**

# BOMB THREAT / SUSPICIOUS PACKAGE

# CONNECTING WITH PARENTS AND WHĀNAU

We encourage all our residents to connect with their whānau or other support people to have conversations about moving to Halls well in advance of move-in day. Conversations might include:

- self-care,
- cooking, cleaning and laundry,
- healthy choices relating to alcohol, relationships, and sex, and
- how you intend to stay in touch

While most students are super excited to move out on their own for the first time, it's our experience that in many cases whānau and friends are still the first point of call when something's not going right. For this reason, we have made up a quick guide for when support people get that call so that they can support from afar.

IF	THEN
The student is sick or feeling down	They should contact a member of the Residential Life Team so they can advise and support the resident
The student has gone home due to sickness or for a break	They should inform the Customer Services Team so they can put a note on file.
The student is struggling to get on with a fellow resident	They should inform the RA who will support them in coming up with a resolution. Failing this, the RA will seek guidance or they can raise their concerns with the Residential Life Coordinator
The student is concerned for the wellbeing of another Halls resident	They should inform the Residential Life Manager or the On Call Duty Staff Member
The student has a cleaning or maintenance concern	All maintenance and cleaning concerns need to be reported through the accommodation portal "Fix It Request" , they will also be able to track progress. If the matter is urgent they should contact Massey Halls.

IF	THEN
You have not heard from your student and are concerned about them	Sometimes a simple text asking them to check in will do the job – often they just lose track of time. If this does not work, you are welcome to contact us and we can follow up on them. We will often encourage the student to contact you as we are restricted in what information we can share with you
There is an emergency involving your student	We will contact their next of kin as per their residential agreement (behaviour and welfare)
The student feels that they have been dealt with unfairly regarding an incident in the halls	They should send an email to the Residential Life Manager outlining their concern. Escalation from the Residential Life Manager is to the National Manager Accommodation Services.
The student needs to raise a concern regarding the food or an incident in the dining hall	They should raise the initial concern directly to the Catering Supervisor/Manager in the first instance, then report to the Residential Life Manager.
The student wants a change of room	Email <a href="mailto:accommodation.manawatu@massey.ac.nz">accommodation.manawatu@massey.ac.nz</a> and ask for a Change of Room Request Form. Once received, the form is to be completed and returned via email. You will receive an outcome within 7 working days as to whether the request has been approved or declined.
The student wishes to leave Massey Halls permanently	They must organise a meeting with the Residential Life Manager who will discuss the process and application with them. (see release of contract section for detailed information)

Below is a list of other things we encourage you to take some time to think about regarding your safety and wellbeing before moving into the Halls.

### **Additional Safety and Wellbeing Considerations**

- Who you bring into the hall – consider the impacts both on your own safety and wellbeing, and others
- Looking out for yourself and others when out in town
- Respect for shared halls spaces, this is our home
- Learning to communicate with others about shared living expectations such as cleaning, rosters, etc.

- Flagging any concerns (your own or others') to Halls staff – this might include:
  - Not seeing a hall mate in a few days
  - Concerning changes of behaviour
  - Use of illegal or misuse of harmful substances
  - Sickness
  - Self-harming
  - Damage to property





# KEY CONTACTS

## USEFUL TELEPHONE NUMBERS/ KEY INFORMATION AND CONTACTS

### Massey Halls Manawatū

#### OFFICE HOURS

Customer Services	06 951 6300
Residential Life Manager	06 951 7180

#### OUT OF OFFICE HOURS

Duty RA	0800 234 563
Security	06 350 5030

#### ADDRESS

##### Your new address for general mail is:

(Hall Name)  
Massey Manawatū Halls  
Massey University  
Private Bag 11-222  
Palmerston North 4442  
New Zealand

##### Your new address for courier mail is:

(Your Hall Name)  
c/o Massey Halls  
Cnr University Avenue and Rehab Rd  
Massey University  
Palmerston North  
New Zealand

#### For Atawhai Residents:

(Number of your Unit)  
Keiller Place  
Palmerston North 4442  
New Zealand



## NATIONAL CONTACTS

### LIFE LINE

0800 543 354 (24 hours a day)

[www.lifeline.org.nz](http://www.lifeline.org.nz)

### SUICIDE CRISIS HELPLINE

0508 828 865 (24 hours a day)

[www.lifeline.org.nz](http://www.lifeline.org.nz)

### YOUTH SERVICES

06 3555 906

[www.yoss.org.nz](http://www.yoss.org.nz)

### YOUTHLINE

0800 376 633

[www.youthline.co.nz](http://www.youthline.co.nz)

### WHATSUP

0800 942 87 87

[www.whatsup.co.nz](http://www.whatsup.co.nz)

### DEPRESSION HELP LINE

0800 111 757 (24 hours a day)

[www.depression.org.nz](http://www.depression.org.nz)

### RAINBOW YOUTH

09 376 4155

<https://ry.org.nz>

### NEED TO TALK?

1737



# Overwhelmed?

Let's kōrero! Download TalkCampus  
for instant student peer-to-peer support.



TalkCampus



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[massey.ac.nz](https://massey.ac.nz)

\*This handbook was correct at time of publication January 2024, however, could be subject to change.