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VISION AND MISSION STATEMENT

VISION
Massey University aims to be New Zealand’s pre-eminent and most innovative tertiary institution and to be recognised as such not only within New Zealand but also internationally and expects that its Halls will be similarly regarded.

MISSION STATEMENT
Massey Albany Student Accommodation Village (Te Ohanga) aims to provide a residential environment that is conducive to academic study, personal development and one that develops a strong sense of belonging to the University.

PASTORAL CARE
COMMUNITY BUILDING
ACADEMIC SUPPORT
LIFE SKILLS
INTERNATIONAL STUDENTS

Note: All information was correct at time of press, but is subject to change. A copy of the handbook is available online http://www.massey.ac.nz/albanyaccommodation/
Copies are available from Accommodation Services.
WELCOME TO MASSEY UNIVERSITY

WELCOME TO YOUR BRAND NEW STUDENT ACCOMMODATION VILLAGE – TE OHANGA!

You are one of the first cohort of residents to live in our new village and we hope you are just as excited as we are. We are looking forward to finally having students living on campus 24/7 which we know will create an exciting hive of activity and a new buzz on campus. You will be part of this new excitement and will play a role in initiating positive new traditions which will hopefully become firmly embedded in the culture of village life.

Accepting a place in our residential accommodation means you are part of a student community. The village will provide a place where you will begin to adjust to life as a student here at Massey. It is also a place where you will establish life-long friendships with other residents who may come from very diverse backgrounds.

We encourage you to make the most of your stay in the village. Often the key to an enjoyable experience is for you to really make an effort to fully participate in the broad range of cultural, social and sporting activities organised for you within the village, and on campus for all students. We encourage you to become a member of the Recreation Centre and to join in clubs, societies, and cultural group activities which are organised by students for students.

We believe that it is important to maintain an environment that is conducive to study, and residents are asked to be considerate of others at all times. For this reason, we ask all residents to sign a form that means you agree to abide by University regulations, and all the conditions outlined in this handbook, so please take the time to read this book thoroughly.

I would like to take this opportunity to wish you an enjoyable and successful year at Massey and particularly in your first year in Te Ohanga.

Andrea Davies
Campus Registrar Albany
ACCOMMODATION SERVICES

Welcome to your home, on campus, during 2015. Te Ohanga offers you the opportunity to live as a member of a student resident community where you will make new friends with other students from New Zealand and around the world. We really encourage you to make the most of this opportunity where you will expand your personal horizons.

We know from experience that the key to having an enjoyable stay in university accommodation is achieved by you getting involved in all the activities and events on offer throughout the academic year so do make a big effort as soon as you arrive to get out there and meet fellow residents and the Residential Assistants (RAs).

Our aim is to facilitate a community environment which supports academic study together with a positive social and personal development experience. To achieve this, we will support an exciting activities and events programme for our residents throughout the year that will feature a variety of social, sporting, cultural and personal development opportunities. We will also manage the behaviour and welfare of all our residents.

All our residents must read, understand and agree to abide by the rules and regulations outlined in this handbook. These have been developed to ensure student life in our student accommodation village - Te Ohanga is a positive experience for all our residents.

So, get out there, get involved in as much as you can, and make this year your education as well as your studies.

OFFICE:
Currently located in Quad A, room QA2.57, however will be moving sometime during the first semester to Student Central but all residents will be advised at the time.

TELEPHONE:
09 414 0838

EMAIL:
Accommodation.albany@massey.ac.nz
ACCOMMODATION MANAGER

KELLY MANNING

Office: QA2.57 (temporary)
Telephone: 09 414 0838
Mobile: 027 222 8242
Email: k.t.manning@massey.ac.nz

Role: Kelly is responsible for managing the provision of pastoral care and the student community in which all residents will have an opportunity to thrive, both socially and academically. She is assisted by a team of 6 Residential Assistants (RAs).

Her priorities are to provide information, advice and support to all residents living in Te Ohanga. Kelly will also support the Residential Assistants who will be helping to create a vibrant student community and she manages the day-to-day resident issues that may arise which also includes ensuring that all the Village rules and regulations are adhered too.

Kelly’s office hours are Monday – Friday, 8.30am – 4.30pm, and her office is currently located in Quad A, room QA2.57, however she will be moving sometime during the first semester to Student Central but residents will be advised when she is moved.

RESIDENTIAL ASSISTANTS

Mobile: 021 406 172
Freephone: 0800 RAALBANY (0800 7225 2269)

Role: The RAs report directly to the Accommodation Manager. They assist in supporting all residents, organising on campus and off campus events and activities, facilitating Hall meetings and ensuring that the accommodation rules and regulations are adhered to.

They are located in the RA suites spread across the Halls of Residence. The RAs are Massey students who have previous experience living in student accommodation so they know what it’s like to live on campus.

REASONS TO VISIT ACCOMMODATION SERVICES:

If you:

- Want to be absent from Te Ohanga over the semester breaks
- Need your electrical appliances tested
- Are experiencing difficulties with another resident
- Want to appeal a disciplinary decision, fine or sanction
- Want to change your room
- Have a complaint
- Have a family emergency
- Are feeling sad, lonely or depressed
- Are feeling unwell
- Are worried about your budget and finances
- Need some advice on a particular matter
- Feel someone harassing you
- Are feeling homesick, missing your friends and family
- Want to put up a posters around Te Ohanga
- Want to host a party/social gathering
- Want to get involved in Orientation
- Want to organise an activity/event for Te Ohanga residents or your hall
- Want to game equipment
- Wish to report an incident
- Need some help with the accommodation rules, regulations, policies and procedures
- Are experiencing relationship difficulties
- Have an issue or be struggling with your studies
- Have some great feedback for us on the way we can do things better
- Need to borrow a vacuum cleaner
- Just have some questions about your accommodation
- To be released from your contract
- Want to withdraw from your studies
RESIDENTIAL SERVICES

Campus Living Villages (CLV) is the team that has been contracted by Massey to provide property management services. The CLV team work closely with Massey University to provide you with an enjoyable, comfortable and safe stay while you are living at Te Ohanga.

We are based in the Residential Services Office (RSO) in Te Rito. We are here to assist you from your application right through to when you leave. We can assist with residential queries that you may have relating to your stay, come in and talk to any of our experienced Residential Services Officers – we are here to help.

We provide the cleaning services and undertake the internal repairs and maintenance that is required.

Feedback from our residents is important to us and we welcome your ideas and opinions at any time. We hope you will get to know the Residential Services Team well during your stay.

We have a focus on contributing to a sustainable future which is also in line with Massey University policies. Therefore we would appreciate your co-operation in thinking about this when living in on the campus. Turning off unnecessary lights, using the appropriate recycling bins, having full laundry loads, all help with this initiative and will provide for a more sustainable future.

Please remember – everything in the handbook is important as it relates to your residential contract.

We hope that you enjoy your stay with us and we look forward to seeing you in Te Rito (Accommodation Social Building).

Office: Student Central Level 1 (temporary) from mid-March in Te Rito
Telephone: 09 213 6555
Email: clv.albany@massey.ac.nz

REASONS TO VISIT RESIDENTIAL SERVICES:

- To check in
- To notify them if you are going to be out of Te Ohanga for more than a couple of nights
- If you have lost your keys or access fobs and need a replacement
- If you get locked out of your bedroom or Hall
- If you want to use the BBQs in the Patio area of Te Rito
- To purchase a bedding pack
- To access to the bicycle racks
- Pay your accommodation fines
- Pay for events
- Change your meal plan
- To reserve a car parking space or pick up a parking permit
- Need information on rubbish and recycling
- If there is a problem with any of the vending machines
- To collect your mail and packages
- If you have a maintenance issue
- Report damage
- Know more about emergency procedures and evacuation
- If there are any changes to your personal details i.e. telephone number, home address etc.
- If you have a query about residential agreement, fees or payments
- Key collection and drop off
- Sign in an overnight guest
- Would like to loan a mattress for your guest
- If you have any internet issues
- have a question or would like to lodge a complaint
- To Check Out
- Security issues
CATERING SERVICES

The Mozaik Group is the on-site catering provider of choice for the Massey University Albany on campus and all of our staff are looking forward to serving you during your time at the University. We have been very successfully catering to the needs of students, staff and visitors for a considerable time with a reputation for a quality product.

Our menu has been well planned, very balanced and nutritious and will be offered on a rotated basis, with vegetarian and gluten free options as standard at all meal times. We are also able to cater for any special dietary requirements upon consultation with our staff.

All our staff, based at the Food for Thought café in Student Central, wish you a great 2015 at Massey and we look forward to providing you with your meals throughout the year.

Telephone: 09 414 0800 extn 43935
Email: albanycatering@massey.ac.nz

REASONS TO VISIT CATERING SERVICES:

• To inform them of any specific dietary needs
• Give food suggestions
• Feedback on their food and service
INTRODUCTION

Life on campus is great! By living in Te Ohanga you will not only make lifelong friends, you will also become familiar with the resources around campus and feel a part of university life.

We find that students who have a positive first year experience succeed in their academic goals and achieve greater success. What better way to have a great first year experience than living on campus.

You will enjoy meeting new people from all around the world, take part in activities and events, on and off campus, that provide you opportunities to socialise.

Living on campus is also very safe and secure with our 24 hour security contractor (Simply Security) onsite should you need assistance. Everything you need is close by, such as lecture theatres and tutorial rooms, catering facilities, computer labs, the library, gym, student bar, cafes, the health and counselling centre, and student life services.

If you feel like the movies or some shopping, one of Auckland’s largest shopping malls is only a 5 minute walk away, Auckland City is only a twenty minute drive, and gorgeous local beaches within a ten minute drive. Bus facilities from Albany to these locations are regular.

The majority of our residents are experiencing University life for the first time so there will be others in the same situation as you. We also have some residents who have been with us before and know how things work!

Living on campus can be the best start on your university journey.

MOVING IN, MEETING PEOPLE AND MAKING FRIENDS

The move from school to university (as well as to another country for some) is a big step:

• Lots of new and exciting experiences await
• There are new challenges
• You may be more responsible for yourself and grow in independence

Life in Te Ohanga may be different to anything you have previously experienced, particularly if you have always lived at home or come from a small town or school. Whilst some people thrive on change, others may find the transition more challenging; both of these feelings are completely natural. Whatever you are feeling always remember you are not alone! Accommodation Services are here to support you through this journey.

Everyone adapts in different ways and in their own time. Even when you are more confident there will be things that will arise from time to time that you want to talk to someone about – that’s what your RA’s and the Accommodation Manager are here for. If they can’t help you, they will refer you to someone who can assist so please contact them when you feel you need support.

You may not know anyone but your RA will be interested in how you are doing, and will be friendly and helpful during your stay. We can assure you that it won’t take long to make new friends.

Accommodation Services will have an comprehensive programme of activities over the first two weeks ensuring that all our residents have an opportunity to meet other students and start to build a strong residential community.
YOUR LIVING ENVIRONMENT

Te Ohanga is your place to call home, to make your own, to sleep, to study and socialise. Your bedroom will be your safe haven, secure, clean, comfortable and functional.

YOUR ACCOMMODATION WILL HAVE THE FOLLOWING FACILITIES:

<table>
<thead>
<tr>
<th>ACCOMMODATION TYPE</th>
<th>HALLS OF RESIDENCE</th>
<th>APARTMENT</th>
<th>STUDIO UNIT</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BEDROOM</strong></td>
<td>King single divan bed with 2 drawers&lt;br&gt;King single mattress and mattress protector&lt;br&gt;Desk with 3 drawers&lt;br&gt;Chair&lt;br&gt;Shelf&lt;br&gt;Rubbish bin&lt;br&gt;Heater&lt;br&gt;Wardrobe with 3 drawers&lt;br&gt;Mirror&lt;br&gt;Towel rail&lt;br&gt;Notice board&lt;br&gt;Individual door locks&lt;br&gt;Carpet&lt;br&gt;Curtains&lt;br&gt;Lighting&lt;br&gt;Electrical outlets&lt;br&gt;Computer port</td>
<td>King single divan bed with 2 drawers&lt;br&gt;King single mattress and mattress protector&lt;br&gt;Desk with 3 drawers&lt;br&gt;Chair&lt;br&gt;Shelf&lt;br&gt;Rubbish bin&lt;br&gt;Heater&lt;br&gt;Wardrobe with 3 drawers&lt;br&gt;Mirror&lt;br&gt;Towel rail&lt;br&gt;Notice board&lt;br&gt;Individual door locks&lt;br&gt;Carpet&lt;br&gt;Curtains&lt;br&gt;Lighting&lt;br&gt;Electrical outlets&lt;br&gt;Computer port</td>
<td>Queen bed mattress and mattress protector&lt;br&gt;Desk with 3 drawers&lt;br&gt;Chair&lt;br&gt;Shelf&lt;br&gt;Rubbish bin&lt;br&gt;Heater&lt;br&gt;Wardrobe with 3 drawers&lt;br&gt;Mirror&lt;br&gt;Notice board&lt;br&gt;Individual door locks&lt;br&gt;Television&lt;br&gt;Carpet&lt;br&gt;Curtains&lt;br&gt;Lighting&lt;br&gt;Electrical outlets&lt;br&gt;Computer port</td>
</tr>
<tr>
<td><strong>BATHROOM</strong></td>
<td>8 bathrooms on each floor (4 per wing)&lt;br&gt;Lockable doors&lt;br&gt;Shower&lt;br&gt;Toilet&lt;br&gt;Sink&lt;br&gt;Sanitary disposal units&lt;br&gt;Mirror</td>
<td>2 bathrooms&lt;br&gt;Lockable doors&lt;br&gt;Shower&lt;br&gt;Toilet&lt;br&gt;Sink&lt;br&gt;Mirror</td>
<td>1 bathroom&lt;br&gt;Lockable door&lt;br&gt;Shower&lt;br&gt;Toilet&lt;br&gt;Sink&lt;br&gt;Mirror</td>
</tr>
<tr>
<td><strong>KITCHEN/KITCHENETTE</strong></td>
<td>Sink&lt;br&gt;Water boiler&lt;br&gt;Fridge&lt;br&gt;Microwave&lt;br&gt;Toaster&lt;br&gt;Sandwich Press</td>
<td>Sink&lt;br&gt;Pantry&lt;br&gt;Drawers&lt;br&gt;Fridge/Freezer&lt;br&gt;Microwave&lt;br&gt;Jug&lt;br&gt;Hob&lt;br&gt;Oven&lt;br&gt;Extractor fan&lt;br&gt;Cooking utensils&lt;br&gt;Crockery and cutlery&lt;br&gt;Dining table and chairs&lt;br&gt;Toaster&lt;br&gt;Ironing board&lt;br&gt;Vacuum&lt;br&gt;Mop and bucket&lt;br&gt;Dust pan, brush and broom</td>
<td>Sink&lt;br&gt;Cupboards&lt;br&gt;Drawers&lt;br&gt;Fridge&lt;br&gt;Micro wave&lt;br&gt;Jug&lt;br&gt;Small hob&lt;br&gt;Cooking utensils&lt;br&gt;Crockery and cutlery&lt;br&gt;Toaster</td>
</tr>
<tr>
<td><strong>LIVING ROOM</strong></td>
<td>Sofa&lt;br&gt;Television&lt;br&gt;Coffee table&lt;br&gt;Heater</td>
<td>Sofas&lt;br&gt;Television&lt;br&gt;Coffee table&lt;br&gt;Heater&lt;br&gt;Balcony</td>
<td>N/A</td>
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All bedrooms within the accommodation are furnished and equipped with the basic requirements for sleep, study and storage of your personal belongings.
PLEASE NOTE:

It is your responsibility to keep your bedroom clean and tidy. If you live in a Hall of Residence or a studio unit, you will need to borrow a vacuum cleaner from the RA. If you live in an apartment, a vacuum cleaner is located in your unit.

- Residents living within the Apartments and Studio Units are required to purchase their own cleaning products and are responsible for all cleaning. If you live in a Hall of Residence, cleaners will clean all social areas on a regular basis.

- Always lock your bedroom door and close all windows when you go out.

- You can personalise your bedroom to a reasonable extent with your personal belongings such as posters, photos, pot plants, and ornaments. However, please note that when you leave the Village and take your personal belongings with you, any damage you have caused incurred, the cost of repairing will be at your expense so please be careful.

- Certain small electrical appliances such as stereos, alarm clocks, televisions, personal computers and small fridges (45L bar fridge advisable) are permitted in bedrooms. All electrical appliances must be tagged and comply with AS/NZS 3760:2003. See electrical safety for more details. Please note that all fridges in bedrooms must be placed on a waterproof mat to protect the carpet.

- For personal safety, and to avoid electrical overloading items, such as toasters, rice cookers, microwaves, heaters, electric blankets and clothes dryers are not permitted in bedrooms. Due to noise complaints and electrical overloading, large entertainment systems and music amplifiers are not permitted in bedrooms. If you are unsure about any appliance, check with Residential Services first.
## USEFUL TELEPHONE NUMBERS

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td>Accommodation Manager</td>
<td>027 222 8242 Office hours</td>
</tr>
<tr>
<td>Accommodation Services</td>
<td>09 414 0838 Direct Line</td>
</tr>
<tr>
<td>Albany Students’ Association (ASA)</td>
<td>09 441 8121 Direct Line</td>
</tr>
<tr>
<td>Massey University National Contact Centre</td>
<td>09 414 0800</td>
</tr>
<tr>
<td>Campus Information Services (Albany)</td>
<td>09 414 0800 extn 9225</td>
</tr>
<tr>
<td>Careers &amp; Employment Services</td>
<td>09 414 0800 extn 43212</td>
</tr>
<tr>
<td>Cashier</td>
<td>09 414 0800 extn 9531</td>
</tr>
<tr>
<td>Catering Services</td>
<td>09 414 0800 extn 43935</td>
</tr>
<tr>
<td>Centre for Teaching &amp; Learning</td>
<td>09 441 8143 Direct Line</td>
</tr>
<tr>
<td>Chaplaincy</td>
<td>09 414 0800 extn 43449</td>
</tr>
<tr>
<td>Disability Coordinator</td>
<td>09 414 0800 extn 43203</td>
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<td>Emergency Services</td>
<td>111</td>
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<tr>
<td>Enrolment/ID Cards</td>
<td>09 414 0800 extn 9225</td>
</tr>
<tr>
<td>Health &amp; Counselling Centre</td>
<td>09 414 0800 extn 41410</td>
</tr>
<tr>
<td>International Student Support</td>
<td>09 414 0800 extn 43214</td>
</tr>
<tr>
<td>Library</td>
<td>09 414 0800 extn 41072</td>
</tr>
<tr>
<td>Lost Property</td>
<td>09 414 0800 extn 41010</td>
</tr>
<tr>
<td>Maori Student Support</td>
<td>09 414 0800 extn 43029</td>
</tr>
<tr>
<td>Pasifika Student Support</td>
<td>09 414 0800 extn 43218</td>
</tr>
<tr>
<td>Photocopy &amp; Student Notes</td>
<td>09 414 0800 extn 43971</td>
</tr>
<tr>
<td>Residential Assistant on Duty</td>
<td>021406172 Mobile</td>
</tr>
<tr>
<td>Residential Assistant on Duty</td>
<td>0800 RAALBANY Freephone</td>
</tr>
<tr>
<td>Recreation Centre</td>
<td>09 414 0800 extn 41144</td>
</tr>
<tr>
<td>Residential Services</td>
<td>09 213 6555 Direct Line</td>
</tr>
<tr>
<td>Study Link</td>
<td>0800 88 33 88 Freephone</td>
</tr>
<tr>
<td>Security</td>
<td>09 213 6555 Direct Line</td>
</tr>
</tbody>
</table>

## ADDRESS FOR ACCOMMODATION

**POSTAL ADDRESS**
Massey University Albany  
Student Accommodation Village – Te Ohanga  
Private Bag 102904  
North Shore  
Auckland 0745  

**COURIER ADDRESS**
Massey University Albany  
Student Accommodation Village – Te Ohanga  
151 Dairy Flat Highway  
Albany  
Auckland 0632  

**NOTE:** Please make sure that you put your name on all items to ensure they get to you.
EVERYTHING YOU NEED TO KNOW
AN A – Z OF INFORMATION, RULES, REGULATIONS AND HELPFUL HINTS

ABSENCE (TEMPORARY)
If you are going to be away from Te Ohanga for more than two nights, you are required to inform Residential Services for health and safety reasons. Should an emergency evacuation occur while you are absent, we are able to account for your whereabouts.

If you plan to be absent during a semester break you are required to complete the “Semester Break form” which will be sent out to you from Accommodation Services, prior to each break. This is particularly important for international residents. The “Code of Practice for Pastoral Care of International Students” requires the University to be informed of an international students whereabouts out of hours.

No refunds of accommodation fees are given for temporary absences.

ABUSIVE OR THREATENING BEHAVIOUR
All residents and staff have the expectation of a safe and peaceful, work and study environment within Te Ohanga. Any behaviour considered to be threatening or abusive will not be tolerated, and will result in the resident(s) facing disciplinary action.

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

ACCESS WAYS, GATES AND DOORS
It is important for the security of all buildings, university and resident property and the safety of residents that main doors and access ways into the buildings are kept closed and free from obstruction at all times.

Any resident, guest or other person found to be tampering with, propping open or obstructing gates and access ways will be fined $50.

Residents are asked to report immediately any faults or damage to gates, doors or access ways to Residential Services.

ACCOMMODATION FEES
You need to pay the accommodation fees for the period of your residential contract which will generally be for a 43 week term (unless you are a study abroad/exchange student).

Accommodation fees are paid in advance, however there are payment options available to you. These are:

• Full year fees to paid by 1 February
• Semester 1 fees paid in full by 1 February and Semester 2 fees paid in full by 1 July
• Weekly direct debit from an NZ bank account, commencing 4 February (option for domestic students only)

All credit card payments incur a 1.6% processing fee.

In exceptional circumstances where a resident may find it difficult to pay an “upfront fee” lump sum payment, Residential Services will work with the resident to determine an alternative arrangement.

If for some reason you fall behind in your accommodation fees, please discuss the matter with Residential Services immediately so that alternative arrangements can be explored and agreed.
Where no alternative arrangement is made, and your rental remains in arrears, Residential Services may commence debt collection procedures, and non-payment of the account may result in a resident being “canned” (see Canning) and their contract terminated.

The following financial penalties will accrue on unpaid accounts at the discretion of Residential Services:

- A surcharge of 5% will be incurred on any Accommodation Fees that remain unpaid after 30 days of the relevant payment date. A further 5% will be charged on debt of more than 60 days
- Unpaid accounts will be referred to a debt collection agency and residents should be aware that this may affect their credit record
- Charges incurred for the debt collection agency will be passed on to the resident

If there is a change to how GST is applied to student accommodation we reserve the right to pass any increase in costs directly to residents.

**Statements and Accounts**

If you require a statement, please contact Residential Services and they will be able to print one off for you. Invoices are not usually sent out unless specifically requested.

<table>
<thead>
<tr>
<th>ACCOMMODATION TYPE</th>
<th>CATERING PACKAGE</th>
<th>ROOM &amp; DINNER</th>
<th>ROOM, BREAKFAST &amp; DINNER</th>
<th>ROOM, LUNCH &amp; DINNER</th>
<th>ROOM, BREAKFAST, LUNCH &amp; DINNER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HALLS OF RESIDENCE</strong></td>
<td>Weekly</td>
<td>$303.00</td>
<td>$332.00</td>
<td>$351.00</td>
<td>$382.00</td>
</tr>
<tr>
<td></td>
<td>Full Year</td>
<td>$13,020.00</td>
<td>$14,260.00</td>
<td>$15,060.00</td>
<td>$16,420.00</td>
</tr>
</tbody>
</table>

**Please Note:** Catering packages do not include the 3 week mid-year break 22/06/2015 – 10/07/2015

<table>
<thead>
<tr>
<th>ACCOMMODATION TYPE</th>
<th>ROOM COST PER WEEK</th>
<th>ROOM COST FULL YEAR</th>
<th>CATERING PACKAGE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5 BEDROOM APARTMENT</strong></td>
<td>$220.00</td>
<td>$9460.00</td>
<td>SELF CATERED</td>
</tr>
<tr>
<td><strong>STUDIO UNIT</strong></td>
<td>$320.00</td>
<td>$13,760.00</td>
<td>SELF CATERED</td>
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</table>

**Note:** Meal plans can also be purchased from Residential Services for those living in our self-catered accommodation and the prices can be subject to change.
<table>
<thead>
<tr>
<th>MEAL PLAN</th>
<th>COST PER WEEK</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dinner Only</td>
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<tr>
<td>Breakfast and Dinner</td>
<td>$120.00</td>
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<tr>
<td>Lunch and Dinner</td>
<td>$140.00</td>
</tr>
<tr>
<td>Breakfast, Lunch and Dinner</td>
<td>$174.00</td>
</tr>
</tbody>
</table>

**ADJUDICATION**

All recommendations for termination of your Residential Agreement by Accommodation Services will be submitted to an independent adjudicator. Information on the adjudication process and the Term of Reference are available on request from Accommodation Services.

**ALBANY AREA**

Albany Campus is located on the North Shore which is only a 20 minute drive to the centre of Auckland city. Within walking distance of the campus is the Albany Village where the School of Engineering and Advanced Technology is located. The Westfield Shopping Mall, one of New Zealand’s largest shopping centers, where residents can shop and browse is only a 5 minute walk from campus. The campus is surrounded by a wide range of amenities, including numerous cafes, shopping centres, cinema complexes, art galleries, libraries, a performing arts facility, and extensive leisure and sport facilities including the QBE Sports Stadium.

The North Shore city region covers 120km of coastline and includes more than 30 sandy swimming beaches. Part of the North Shore’s appeal is that it is just a short drive from the city lights and downtown lifestyle of central Auckland, yet it has a real community feel and beachside character.

**ALCOHOL**

We encourage safe drinking practices and promote host responsibility. For most residents the combination of a first year experience, a new social scene, the freedom of living away from home and experimenting with alcohol, is something you need to handle with maturity. We will always encourage drinking in moderation which is why we have some rules!

While not every resident chooses to drink alcohol, many do. The basic principle behind the alcohol rules is that the consumption of alcohol and associated drinking behaviour should not hinder the academic success of yourself or other residents.

Irresponsible consumption of alcohol can have negative impacts on others such as creating excessive noise, damage to property, personal injury, unsafe sexual practices, committing criminal acts and becoming a victim of crime. We never accept alcohol consumption as an excuse for bad behaviour.

**The Rules**

Alcohol can only be consumed in Te Ohanga during the following times:

- Thursday 6.00pm to 11.00pm
- Friday 6.00pm to 11.00pm
- Saturday 6.00pm to 11.00pm
- At times where a special event has been approved by the Accommodation Manager
- **At all other times, the accommodation village – Te Ohanga is alcohol free.**

To protect the safety of university property, to limit noise, and to ensure that non-drinking residents can peacefully enjoy the accommodation environment, alcohol is only to be consumed in designated areas. These areas are the social areas within the Halls of Residence and Apartments and in the Student Social Hub - Te Rito.

Open containers of alcohol are not permitted anywhere outside of the designated drinking areas. This is a university wide policy, not only an accommodation policy.

Residents under the age of 18 years will not be able to consume alcohol and we remind you that there will be legal ramifications, particularly for those that purchase alcohol for them.

To ensure that alcohol consumption occurs in a healthy and safe manner, alcohol cannot be consumed in bedrooms, and all residents are advised to drink in moderation. If a resident’s behaviour is not acceptable, their alcohol will be confiscated.
Alcohol must remain in its original container.

Drinking games are not permitted nor are drinking implements such as funnels, yard glasses, brewing or distilling equipment, and collecting drinking related paraphernalia for display such as cans or spirit bottles.

Accommodation and Residential Services along with Security reserve the right to confiscate and destroy any non-permitted items and alcohol being consumed in non-designated areas such as bedrooms, hallways, stairwells and courtyards.

Drinking alcohol in the accommodation village – Te Ohanga is a privilege and the rules and guidelines have been developed to foster a safe, respectful and enjoyable community environment.

Please Note: The Accommodation Alcohol Policy is subject to change as a result of any liquor law reforms.

**ALLOCATION – BEDROOM AND HALL ALLOCATION POLICY**

On application, all applicants are able to state their preference of accommodation, such as halls of residence (catered option), apartments (self-catered option) or studio units (self-catered, mature students/couples option). We do our best to allocate as per preference, however, this is not always possible.

When allocating bedrooms, we take into consideration; your age, gender, study programme, personal interests and any personal circumstances and special requirements that you have shared with us.

We do reserve the right to change room allocation in the interests of building a positive and vibrant residential community, if necessary.

We hope that you will be happy in the room that has been selected for you. If for some reason this is not the case, you can apply for a room change after the first month, but you will have to pay a fee of $75. For more information see room change process.

All rooms are for single occupancy only. A limited number of studio units may be available for couples at a higher room rate.

**APPEALS – APPEALING A DISCIPLINARY DECISION, FINE OR SANCTION**

Residents who wish to appeal a fine or a sanction given, can appeal to the Campus Registrar, who will consider the grounds for the appeal carefully, and advise a final decision. (Please note that this does not apply to a suspension or an eviction situation)

Non disciplinary appeals follow the same procedure i.e. Bond deduction decisions, and damage restitution decisions.

**ASA – ALBANY STUDENTS’ ASSOCIATION**

The Albany Students’ Association (ASA) is contracted by the University to provide a range of important services to students such as Groups (clubs, societies & cultural groups), campus life activities, administering the hardship fund and providing advocacy support to students. You will find them on level 1 in Student Central.

**BANKING SERVICES**

There is an ATM machine located in the Student Central Plaza.

**BARBEQUES**

Residents are able to use the BBQ at Te Ohanga at a charge of $10 per time. A $30 charge will be applied to your student account (as a bond), when you collect the key and utensils from Residential Services.

Residents are responsible for cleaning the BBQ after use and returning all items in good condition, should there be no issues on checking items back into Residential Services, $20 will be refunded to your student account.

Please Note: No portables BBQs are permitted elsewhere within Te Ohanga.
BATHROOM AND TOILETS
As residents will be sharing bathrooms and toilets with others, it is important that basic levels of personal hygiene are maintained at all times. Please ensure that if you use these areas you clean up after yourself. Please report any damage, mess or maintenance issues immediately to Residential Services.

BEDDING PACKS
Residents are able to bring their own bedding or they can purchase a bedding pack from Residential Services at the cost of $110 for a king single and $125 for a queen set.

BEDROOM DOORS
If your door or door lock mechanism is damaged, please notify Residential Services immediately so it can be fixed. Residents are not permitted to fix doors themselves, or employ the services of an unauthorised tradesperson.

BEHAVIOUR CODE
Te Ohanga is not only your home; it is also the home of many other residents. We intend it to be a happy, healthy, harmonious and fun place, to live but the key to achieving this is in your hands.

Successful communal living comes from respecting other people 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.

The best way to ensure your actions do not cause distress to others is to get to know your fellow residents, talk about your likes, dislikes and ways of doing things, and to maintain communication throughout the year so you can discuss workloads and provide support in busy or stressful periods.

The RAs will come around at the beginning of the Semester to facilitate a living agreement to assist with this.

Our rules have been developed in addition to the University’s Student Code of Conduct. It is impractical to list every possible offence, but breaches of the behaviour contract in general occur in five different ways:

• Breaching accommodation rules
• Committing an unlawful act
• Endangering yourself or others
• Failure to respect other people’s rights
• Failure to respond to a legitimate request from a staff member

Please Note: There are other expectations of you as a resident, student and as a citizen. You remain subject to the Massey University Student Code of Conduct, city bylaws, traffic and parking restrictions, and the laws of New Zealand at all times.

You are also responsible for the behaviour and actions of your guests on campus, and we ask that you advise all visitors of the expectations and obligations within Te Ohanga and on university property.

If you do get into some sort of trouble, the best advice is to take responsibility for your behaviour. Apologise to affected parties, remedy your behaviour, and discuss the matter with your RA or the Accommodation Manager.

How breaches of the behaviour agreement are handled is outlined under “Discipline”.

Remember Massey University is an academic institution and the accommodation village is part of this environment. A significant factor in your academic success and the success of fellow residents will be the maintenance of an environment which is conducive to study throughout the year.

BICYCLES
There are bicycle racks available within Te Ohanga; if you wish to use these, please contact Residential Services.

Please Note: Massey University does not take any responsibility for loss or damage.
BULLYING
Bullying is deliberate, hurtful behaviour that is usually repeated. It occurs when one person tries to use power inappropriately over others. Bullying makes a person feel bad about himself/herself.

Bullying will not be tolerated at Massey University.

Bullying type behaviour includes: name calling, exclusion from activities, silent treatment, threatening people, taking or damaging personal property, texting, social media, the internet and other behaviour that makes others uncomfortable or scared.

If you are being bullied, or you know other residents who are, please see Accommodation Services immediately so that we can deal with it.

BUSINESS ACTIVITIES
Conducting business activities, including buying and selling of items is not permitted.

BUS SERVICES
Massey University provides a free shuttle bus service that runs between the East Precinct, Oteha Rohe and the Albany Mall, every 20 minutes throughout the day Monday – Friday.

For information on the public bus service please go to www.maxx.co.nz

CAMPUS INFORMATION SERVICES
Campus Information Services can assist with a wide range of enquiries including:

• Enrolments
• Timetables
• Fee enquiries and payments
• Study Link
• Scholarships
• General campus information and enquires

Campus Information Services is located in Quad A building Level 1.

CANNING
Canning is a suspension of academic privileges including access to computers, the library and exam results/grades.

CAR PARKING
A limited number of dedicated car parks are available for residents. The cost is $110 per semester and this allows residents authorised access to the dedicated parking area but does not guarantee a park.

Residents must re-apply each semester for a car park permit from Residential Services.

All vehicles must be registered, have a current WOF, display a parking permit sticker. All vehicles are parked at the owner’s risk so must be appropriately insured.

CAREERS AND EMPLOYMENT CENTRE
We have a careers advisor on campus; who is available to assist you in your career planning. You can have access to the online portal where you can access job opportunities for part time work while you study, or for your first graduate position once you complete your studies. CareerHub also details a wide range of career related events which may be of interest. www.careerhub.massey.ac.nz
You can contact the Careers & Employment Advisor for guidance and support on:

- Exploring career options
- CV and interview advice
- Help with your skill and career development

It’s never too early to prepare for employment and put your ideas into action. Find out more at [www.careers.massey.ac.nz](http://www.careers.massey.ac.nz)

**CENTRE FOR TEACHING AND LEARNING**

The Centre for Teaching and Learning provides assistance to students seeking to further develop their learning and writing skills.

The Centre provides a range of academic assistance and study support for students from undergraduate through to PhD candidates. The services available include:

- Consultation and assignment guidance
- Flying Start Programme
- Subject Mentors for one to one assistance
- A range of workshops throughout the year to assist study

Workshops are listed here:

[www.massey.ac.nz/massey/student-life/services-and-resources/academic-skills-support/academic-support_home.cfm](http://www.massey.ac.nz/massey/student-life/services-and-resources/academic-skills-support/academic-support_home.cfm)

**CHANGE OF ROOMS**

Residents must not change bedrooms without prior approval. Any resident that is found to have changed rooms without following the below procedure will be fined $150.

Residents wishing to change rooms are required to complete a “Change of Room Request Form” which can be purchased from the Accommodation Services Office. You will be notified within 5 working days of receipt of the form, the outcome of your request and if approved you will be required to pay $75 to Residential Services.

**CHAPLAINCY**

The Chaplaincy Team are situated on the lower level of the Study Centre. They can assist with:

- Connecting you with other students
- Connecting you with faith communities
- Exploring faith
- Prayer and meditation
- Deepening your faith
- Understanding what other students believe
- Making sense of life and learning

**CHECKING IN**

When you arrive on campus, please come to Residential Services to collect your key and access fob. The Services Team will check that you have:

- Paid your deposit
- Prepaid your accommodation fees and/or arranged your direct debit
- Signed your residential agreement and behaviour/welfare declaration
- Sent in your photo
You will then receive information on:

• Where to find your room (or someone will take you there)
• How to access your meal plan
• Reserve a car parking space
• How to access Wifi in Te Ohanga

When you are checking in, you will be given an “inventory list” for your room. This outlines all the items of furniture and utensils, etc. along with the condition that they are in. Please ensure you check all items in on this list to ensure they are correct.

Once you arrive at your room, make yourself at home. This will be a good opportunity to greet other residents as they move in. Your RA will come to welcome you within 24 hours of your arrival.

CHECKING OUT

Your Residential Agreement covers the period of 43 weeks, from Sunday 15 February 2015 – Saturday 12 December 2015 inclusive (unless you are a study abroad/study exchange student here for one semester only).

You will need to inform Residential Services of your check out date if earlier than 12 December 2015, giving them one weeks’ notice, so that your room can be inspected to ensure it is left clean, tidy, and damage free before your departure.

If your room is not in an acceptable state, a minimum of $50 room cleaning charge will apply and any damage/replacement costs will also be charged against your bond. These charges will be substantiated by photos of additional cleaning required or invoices for the repair/replacement of items.

They will also need to check that:

• Your account is settled
• Returned your car-parking pass
• Applied for a bond refund
• Returned your keys and access fob

CLEANING AND CLEANLINESS

Halls of Residence:

The social areas in the Halls of Residence are cleaned regularly, however, residents are responsible for washing their own dishes, keeping the kitchenette and appliances clean at all times. All rubbish must be put into the rubbish bins provided and not left in the communal areas.

A resident has the responsibility to maintain a clean, safe and sanitary condition in his/her room throughout their stay.

Should social areas within the halls be left in a state of unreasonable uncleanliness, Residential Services and the Accommodation Services Team will seek to find those responsible. Charges for rectifying damage or cleaning of areas outside of the normal cleaning schedule will be charged to those responsible. Should those responsible be unidentifiable, the cost of repairs and cleaning will be charged to all residents within the hall. Cleaning charges will be at a rate of $25 per hour with a minimum charge of $50 per occurrence will be applied. The charge for any damage will be the cost of repair.

Apartments

If you are living in an apartment, it is the resident’s responsibility to keep all social areas and bedrooms (kitchen, bathroom, lounge, hallways, balcony’s and cupboards) clean and tidy. RA’s will assist residents in agreeing a cleaning roster so everyone takes responsibility in keeping the apartment clean.

Studio Units

It is your responsibility to clean the inside of your unit, including the bathroom and kitchenette. You are also required to keep entranceways clean and will be required to manage rubbish and cleaning of the area with the other occupants on your floor. RA’s will assist in creating a roster should it be required.
Should social areas within the apartments or Studio Units be left in a state of unreasonable uncleanliness, Residential Services and the Accommodation Services Team will seek to find those responsible. Charges for rectifying damage or cleaning of areas outside of the normal cleaning schedule will be charged to those responsible. Should those responsible be unidentifiable, the cost of repairs and cleaning will be charged to all residents within the hall. Cleaning charges will be at a rate of $25 per hour with a minimum charge of $50 per occurrence will be applied. The charge for any damage will be the cost of repair.

CLUBS, SOCIETIES AND CULTURAL GROUPS

There are over 40 sports, social and cultural clubs to get involved in at Massey.
To find out more, visit www.asa.ac.nz/clubs or visit ASA on Level 2 of Student Central.

COMMUNICATION, ILLNESS AND DISEASES

Some diseases are contagious and have serious ramifications in a close living environment. We do all we can to protect residents and encourage you to be vigilant about your health and the health of those around you. We request that you seek professional help immediately if you suspect that you may have a contagious or communicable disease.

Accommodation Services will do all it can to respect and maintain your privacy, but there may be instances where we will need to warn other residents about specific illnesses so that they can take steps to protect themselves – the focus will be on the illness not the resident.

In cases such as meningitis, the Public Health Unit of Auckland may become involved and we ask that you co-operate with them to contain illnesses where requested.

COMMUNITY SERVICE

Community service is a sanction that may be given as a result of a breach of the Accommodation rules and regulations. The philosophy behind community service is that a resident is required to put something positive back into Te Ohanga and the campus if their behaviour has negatively affected the community.

Community service is usually carried out under supervision on campus within Te Ohanga (e.g. cleaning or rubbish collection tasks, event assistance, administrative tasks or charity work). In some cases community service is undertaken and supervised by other groups around the campus such as Catering Services, Facilities Management, Academic Departments and Student Life Services.

The Accommodation Manager will decide the level of infringement in terms of hours on a case by case basis. One hour’s community service is a minimum, with a maximum of 20 hours to be given for any one infringement.

Residents are given a two week period to complete community service hours. Residents are contacted within a few days of their referral meeting to set the date/time to complete the hours required.

If a resident contacts the Accommodation Manager within 48 hours they may be able to choose the day/time, otherwise it will be set according to the tasks available. If the day/time given cannot be met because of academic/work issues, the resident must provide written evidence i.e. Letter from your lecturer or employer.

If a resident fails to complete community service on the day/time given, or if it is not completed to a satisfactory standard, the hours may be converted into a fine at the discretion of the Accommodation Manager.

Unpaid fines remain on your accommodation account and may result in “Canning” from the University.

COMPLAINTS

Complaints about other residents

The first step for all residents who have a problem with another resident is to try and resolve the issues between themselves by approaching the resident(s) concerned and explaining the problem and what they would like to happen next. Massey encourages independent problem solving – this is what university is all about.

If this does not resolve the problem, or a resident feels uncomfortable or unsafe making this approach, the Accommodation Services Team are available to help. Residents are advised to first discuss the complaint with their RA and they will advise whether they can help or if the issue needs to be taken further to the Accommodation Manager. This decision will depend on the seriousness of the complaint. RA’s can also advise residents about accessing specialist assistance for mediation, harassment or counselling.
Complaints about the Accommodation Services or Facilities
Residents with concerns about their accommodation, such as cleaning and maintenance, should approach Residential Services. Residents with concerns about catering or food related should approach Catering Services.

If the matter is not resolved to the satisfaction of the resident, he/she should raise the matter with the Accommodation Manager, preferably in writing, who will then make a decision on how to respond.

The Accommodation Manager will refer the matter to the Campus Registrar who manages the contracted services on behalf of the University and who will be responsible for making the final decision if required.

Complaints about Accommodation Services Staff
Any complaints about the conduct of RAs should be made in writing to the Accommodation Manager. All efforts will be made to resolve complaints immediately and to keep parties informed of the action taken. Any complaints about the conduct of the Accommodation Manager should be made in writing to the Campus Registrar.

CONFISCATION OF ITEMS
Accommodation and Residential Services along with Security staff reserve the right to confiscate and destroy any non-permitted items, including alcohol being consumed in non-designated areas, on alcohol free nights and from those not drinking responsibly (see Alcohol).

In certain situations, strobe lights, lasers, stereos and other noisy equipment may also be confiscated.

COOKING AND KITCHENS
For health and safety reasons, cooking of food is only permitted in kitchen areas and not in individual rooms or corridors.

The use of cooking appliances such as toasters, rice cookers and all other appliances is strictly prohibited in bedrooms and other areas that are not kitchens. Residents will face disciplinary action if found to be using cooking appliances outside of designated areas as it poses a serious fire risk.

Residents are asked to be sensible when cooking and ensure all appliances are used on appropriate safe surfaces (heat proof) e.g. not on floors, carpets or chairs etc. Please do not leave your cooking unattended, or appliances or elements switched on when not in use.

Residents must clean up after cooking in the communal kitchens and replace all equipment used in the appropriate cupboards or shelves. Benches, microwaves and stove tops must be wiped clean and personal dishes put away.

Residential Services supplies a set of cooking equipment in each self-catered kitchen at the start of each semester. These items are held on a kitchen inventory list. Residents are responsible for any damage to, or breakage of cooking equipment. The replacement costs will be taken out of residents bonds at the end of your residential agreement.

CRIMINAL OFFENCES
The University campus including the Accommodation Village fall under all New Zealand laws. 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 your RA or the Accommodation Manager. 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 Accommodation Manager as we may be able to offer you advice. If the charges are serious, this may affect your eligibility to live in the accommodation. While we do not wish to discriminate unnecessarily, the safety and wellbeing of our residents and community will be our primary concern in all circumstances.
DANGEROUS GOODS AND HAZARDOUS SUBSTANCES
We ask that you consider the safety of yourself and your fellow residents at all times. You are not permitted at any time to bring any dangerous goods or hazardous substances into the accommodation. This includes flares, fireworks, firearms, ammunition, flammable materials, spray paint, CFC, chemicals or biohazards.

You are not permitted to enter any cleaning cupboard or chemical store.

If for some reason you do need to store an item you have concerns about, please ask Residential Services for assistance as they may be able to direct you to alternative storage sites on or off campus.

DAMAGE
Any damage or loss of property or buildings within Te Ohanga should be reported immediately to Residential Services.

Where an individual, group of residents or guests of residents do not claim responsibility for damage to items or property within Te Ohanga, or cannot be identified through investigation, the costs of repair operates under what is termed a “collective responsibility” philosophy. This means that outside of fair wear and tear, any damage or loss of property is either the responsibility of the individual resident(s) involved, or the collective responsibility of all residents in the building in which the damage or loss occurs. The full cost is billed on a pro-rata basis.

Where possible the full repair or replacement costs will be invoiced to the resident(s) responsibility. There is a 10% administration fee on each invoice, but this will be waived for residents who immediately claim responsibility for damage or loss of university property. All charges for loss or damage must be paid within 7 days of the invoice date unless alternative arrangements are made with Residential Services.

Any outstanding damage repair costs that remain unpaid on a residents account at the end of the year will be deducted from their bond. If the amount of bond is insufficient to cover the balance the resident will still be liable for the amount outstanding.

DECORATING BEDROOMS
Residents can personalise their bedrooms with personal effects such as posters and pot plants but are not permitted to use any form of adhesive; such as tape, nails or screws on any surfaces. The use of blu-tac is only permitted on hard surfaces, and drawing pins and staples may only be used on notice boards. You will be charged for any damage that occurs through installing or dismantling any decorations.

Pornographic or sexually explicit photos or posters are not permitted in bedrooms where they are visible to passers-by. Residents who display such material will be asked to remove it.

Painting or writing on surfaces using any means is not permitted under any circumstances. Any bedroom walls which are defaced will need to be repainted by our contractors and the resident responsible will be charged for this work.

DEPOSITS AND BONDS
On application each applicant is required to pay a deposit of $500.00. This comprises three parts:

• $70.00 Non-refundable administration fee
  This administration fee is levied on application to the accommodation. It is non-refundable even if you change your mind about continuing your application further. It is only refunded if you are declined enrolment to Massey University, in which case you can apply for a full refund as part of the return of your deposit.

• $350.00 Bond
  This part of your deposit is held as a bond during the term of your residency. It is returned to you at the end of your residency unless there are any charges owing. If you owe any accommodation fees, have any outstanding fines, have been found responsible for any damage or additional cleaning or if your accommodation block is collectively held responsible for any damage or additional cleaning, these will be deducted from your bond (if not already paid) and any residual amount will be returned to you. You will be informed of any charges to be deducted.

• $80.00 Activity Fee
  This covers the many fun and exciting activities arranged for accommodation residents throughout the year, both on campus and off campus.
DISABILITY FLATS AND DISABLED ACCESS

(Access for the disabled and rooms for residents with disabilities)

All university buildings have where required access ways and car parks for those with accessibility and mobility needs.

Please keep access ways free of clutter and obstacles and ensure designated car parks are kept free at all times.

Rooms for residents with disabilities are available on the ground floor of the halls of residence and in the apartment blocks for those with specific accessibility and mobility requirements.

If you experience any issues with mobility during the year, either as a result of injury or degenerative disease, please feel free to enquire about the availability of these units.

DISCIPLINE

Principle of Natural Justice

The accommodation disciplinary system is designed and operated in adherence to the principal of natural justice. This principal requires that every situation be approached in a way that ensures the standards of procedural fairness are met, and seen to be met at all times, including the following three basic requirements:

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 his/her version of events.
3. The decision-maker must act impartially, honestly and without bias at all times.

Exactly how these requirements are met will depend on the specific circumstances of the events that have taken place. However, the process used to address the issue will reflect on the seriousness of the problem and the degree of possible sanction.

If the requirements of procedural fairness are met, the process used will guarantee a fair result and the complaint and sanction upheld, or dismissed as appropriate.

Other Disciplinary Processes

Breaches of the rules and regulations are generally managed by the Accommodation Services as an accommodation issues, however, there are a number of other discipline systems 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:

- Accommodation Discipline System
- University Harassment Procedures
- University Disciplinary System
- Student Code of Conduct
- Security and Traffic Procedures
- Referral to the Police

Referral to one system does not preclude referral to a second system, as each case will need to be judged on its merits. For example, an assault may result in eviction under the accommodation disciplinary system and may also be referred to the police.

How incidents are addressed

Accommodation Services staff find out incidents through a variety of sources, such as observations, participation, through reports from victims, parents, friends and fellow residents, as well as those observed or reported by fellow staff members. All incidents are recorded by the Accommodation Services staff as they come light and incident reports are retained.

Some incidents are addressed immediately, where a staff member such as a Residential Assistant requests that certain behaviour is ceased. The Residential Assistant may feel that issuing a warning may be a sufficient remedy or a sanction. Where an incident is considered to be more serious, the matter may be referred to the Accommodation Manager.
The Accommodation Manager may request a meeting to discuss the incident and apply an appropriate remedy or sanction. Failure to attend a request for a meeting will result in the sanction being considered in your absence. The matter may also be referred to the Campus Registrar or to another disciplinary system if sufficiently serious or if appropriate due to the nature of the incident.

**Who is responsible for the disciplinary process?**

Breaches of the accommodation rules and regulations are generally dealt with by the Accommodation Manager.

There are some matters that may be referred to the Accommodation Manager by Residential Services or Catering Services. Generally these are matters relating to the residency agreement or any damage that occurs within the accommodation or the food court.

**Seriousness of incidents**

It is impossible to rank incidents in order of seriousness as a number of factors will be taken into consideration. Some factors include:

- Who has been affected by the breach or incident?
- If any property has been damaged or destroyed
- If there has been a breach of the law
- A pattern of behaviour
- The consequences of the situation

The principles of natural justice require that each case is considered on its merits, fairly and transparently.

**Sanctions**

Any sanction will be determined by the assessment of the seriousness of the incident as outlined above. Possible sanctions include, but are not limited to:

- Verbal warnings
- Written warnings
- Community service
- Fines
- Retraction of privileges
- Additional conditions (stipulated in a behaviour contract)
- Trespass notices
- Suspension from Te Ohanga
- Eviction
- Canning from the university

**Please note:** Any person who is suspended or evicted from Te Ohanga will still be liable for meeting their accommodation fee obligations up to the date the adjudicator sets for the termination date to a maximum of 10 weeks.

**DRUGS AND ILLEGAL SUBSTANCES**

Under New Zealand Law and Massey University regulations, illegal drugs are not permitted on campus. The University does not permit the use, possession or sale of illegal substances.

Any suspicion of a resident engaging in the use of an illegal substance(s) may result in further investigative actions being undertaken, including room searches. Any substantiation of using, possessing or selling illegal substances or colluding with others to use, possess or sell illegal drugs is likely to result in eviction of the resident(s) concerned. The matter may also be referred to the police.

In addition, the use of drugs such as herbal and synthetic drugs or party pills is banned, and any poor behaviour, or harm to self or others resulting from the use of such may result in similar penalties being applied as above.
DUTY RESIDENTIAL ASSISTANTS

Two RAs will be on duty from 6pm – 11pm each evening and between 1pm – 11pm on Saturdays. During this time, they will be visible around Te’Ohanga to support our residents and will also be available on mobile:

Free Phone: 0800 RAALBANY (0800 7225 2269)
Mobile: 021 406 172

The Duty RAs will be able to respond quickly to any emergencies so we strongly advise that you store these numbers in your mobile phone.

ELECTRICAL SAFETY

Safety of residents is of paramount importance to us. Please keep yourself and other residents safe by ensuring all electrical appliances are safe and are used safely. Please report any damage promptly to Residential Services, particularly exposed wires, and avoid using appliances where safety is in doubt. Do not overload power points or multi boxes and use surge protectors where available. Please do not drape clothing or other objects over any heaters and ensure all flammable items, including photographic film and nail polish remover, are kept in a safe place.

Personal heaters are not to be used and cooking appliances (such as rice cookers and toasters) are not to be used outside of designated kitchen areas. Residential Services and Accommodation Services have the authority to remove any equipment that is not tagged.

Arrangements can be then made for items to be tested at the residents cost (including new items) and returned after testing if safe, or at the end of the semester, with the plug removed if not safe. To arrange for a test to be carried out, please contact Accommodation Services.

EMERGENCY PROCEDURES - Fire, Police, Ambulance & Civil Defence

In an emergency situation, dial 111 for emergency services – fire, police or ambulance

The operator will ask you which service you require and you will then be transferred to that service. You will be asked to give your name, location and describe the situation that is occurring. When asked for your location you will need to describe:

- Which location and building i.e. (building name i.e. Tui, Matipo, Weka etc.)
- Which road the building is on and the connecting main road (151 Diary Flat Highway)

Ask someone to contact Residential Services 09 213 6555 so that they can meet the emergency services at the gate.

In an emergency follow any instructions given to you by Residential and Accommodation Services or Security, they are trained to manage these situations.

ENERGY CONSERVATION

As many of you will be aware, there is a New Zealand wide drive to conserve energy, including electricity. We ask that you conserve energy by turning off lights, appliances and taps and having full laundry loads where possible, to avoid unnecessary or excessive consumption. Excessive use may attract additional charges. Please report dripping taps or faulty appliances to Residential Services as soon as practical.

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 Te Ohanga may be immediate. They must return their keys to Residential Services and they may be trespassed from Te Ohanga.

As near as possible to the time residents are served with an eviction notice, they will be given written information on the process and advocacy support available through ASA. You may also use other support persons such as family or friends.

Evicted residents remain liable for their accommodation fee up to the date the adjudicator sets for the termination date, to a maximum of 10 weeks.
FINES

Fines will be given out by the Accommodation Manager as sanctions to residents for infringements of the accommodation rules and regulations. The maximum amount an individual can be fined for any single infringement is $350. However, this is not the maximum the university can impose. A fine may also be in addition to any costs for replacement or repair of any damage caused by the incident in which the fine is sanctioned.

This maximum amount does not apply to NZ Fire Service call out fee ($1,500).

Residents remain fully liable after departure from Te Ohanga for any fines they have received during their stay. If they remain unpaid the resident will be “canned”. Canning is a serious university sanction that means the resident concerned will not be able to access university services such as exam results, library, computers etc. until proof that the fine has been paid in full. Fines are to be paid at the Residential Services Office.

FIRE ARMS AND WEAPONS

Firearms (including BB and pellet guns), ammunition and weapons of any sort are banned. Please contact the Accommodation Manager to discuss possible off campus storage options if required. Firearms may only be brought onto the campus or discharged with the express permission of the Campus Registrar.

Residents who are required to use lab equipment such as scalpels are permitted to keep these in a safe place within their rooms, but must first seek permission from the Accommodation Manager.

FIRE DETECTORS, DOORS AND ALARMS

Smoke detectors and sprinklers are installed throughout Te Ohanga as required for fire safety.

In some cases the alarm is automatically relayed to the Fire Service alerting a quick response. However, in all cases it is necessary to ring 111 and ask for the Fire Service.

Tampering with smoke detectors, sprinklers, fire call points, evacuation or fire signage, or any other evacuation or fire equipment, is a serious offence. Any resident or their guest(s) found to be tampering with these will face an instant fine of $350, and will have to pay costs for any damage caused any Fire Service call out fees and may face criminal proceedings.

Fire Service call outs are very expensive at $1,500 per call out and resetting of the system. If a call out is due to carelessness or misbehaviour on the part of resident(s) or his/her guest(s), the NZ Fire Service call out charge of $1,500 will be passed on to the resident(s)/guest(s) concerned plus an instant fine of $350.

FIRE EVACUATIONS

If the fire alarm sounds, everyone must evacuate the buildings immediately and proceed to:

Assembly area: STUDENT CENTRAL PLAZA.

Follow directions given by a Building or Floor Warden, Residential Assistant, Accommodation Manager, Residential Services, Security or the Fire Service.

All residents must comply with fire evacuation procedures and directions from Fire Safety staff and designated wardens. Any resident who fails to comply will be subject to disciplinary action and may face further charges from the NZ Fire Service.

It is compulsory that all residents undergo fire evacuation training twice a year in their accommodation. Building and Floor Wardens receive additional training as outlined below.

You will be able to find Evacuation information on the insides of each bedroom door. Fire call points are located on each floor in the social areas of buildings.
Fire Prevention is important!

- Open flame candles, lamps or incense are not permitted
- Notify Residential Services about any unsafe electrical equipment or wiring
- Personal heaters are strictly forbidden
- Do not cover heaters with any items
- Passages, staircases and fire exits are to be kept clear at all times
- Smoking is only permitted in the designated areas outside

Before a fire occurs

- Familiarise yourself with the fire safety signage in and around Te Ohanga
- Make sure you know where the fire blankets are located (apartments and studios only) where hotplates are provided.
- Any personal items or belongings left in the social areas or corridors that are deemed to be a fire hazard as per Massey University’s fire safety regulations may be confiscated without warning and held in storage until the end of your contract when the confiscated items can be claimed by the owner.

In case of an alarm

- Put on something warm such as a dressing gown or blanket and shoes
- Do not worry about getting fully dressed, there is not enough time
- Shut your windows and grab your keys, mobile and wallet
- Leave your room and shut your door
- Assemble in the designated area and wait for further instructions

If you are woken by smoke

- Do not open the door
- Put your palm on the door to see if it is hot – if the door is hot, do not open the door
- Place blankets along the bottom of the door and call for help
- Open windows slightly unless flames and smoke are coming from below. Do not break any windows
- If the door is not hot, open the door slightly and check the hallway for smoke, heat or fire
- If you can safely exit your apartment, follow the evacuation instructions

INFORMATION FOR “111” CALL

Ask for the Fire Service and advise them:

- What is happening (e.g. Alarm going off, smell of smoke or suspected false alarm)
- The location and building:
  Building Name, Massey University, Albany Campus, Student Accommodation Village, 151 Dairy Flat Highway, Albany, AUCKLAND
- Which road the building is on (Pukeko Place) and the connecting main road (University Avenue, off Dairy Flat Highway, Albany Expressway, near Bush Road)
FIRE EVACUATION WARDENS

The role of the Floor Wardens (orange fluorescent vests) is to assist in the coordination of persons and control of movement from areas where a situation has arisen which may result in injury or loss of life. They assist Residential and Accommodation Services Staff with movement and control of persons until the “ALL CLEAR” has been given.

Each year a group of residents will be selected to fulfil the roles of Building and Floor Wardens.

Floor Wardens

The responsibility of the Floor Wardens includes awareness of any need for evacuation either as a response to a call made by others or as a self-made decision. The Warden must:

• Assess the risk
• Set off the fire alarms if they are not already sounding
• Ensure all doors and windows are closed (but not locked)
• Ensure that others are being evacuated, aid any person with a disability
• Ensure that those persons being evacuated do so in an orderly manner
• Establish that your area of responsibility has been cleared
• Ensure that movement to the assembly area is in an orderly manner
• Report to the Building Warden (yellow fluorescent vest)

Building Wardens

The responsibility of the Building Wardens includes awareness of any need for evacuation either as a response to a call made by others or as a self-made decision. The Building Warden must take charge of the evacuation process.

• On hearing the alarm, evacuate the building and take the Emergency Folder from the plastic sleeve (near the main entrance).
• Ensures a “111” call has been made (appoint the next available occupant to make the call if not made already).
• Receive reports from all occupiers, ensuring each apartment is marked accordingly on the checklist.
• Assisted by the Floor Warden(s), take a roll to ensure that all persons are accounted for.
• Liaise with the Fire Service or any emergency personnel in attendance on their arrival.
• Ensure all persons stay at the assembly area under control until ordered to relocate or until the “ALL CLEAR” has been given

The Warden vests are the property of Residential Services and must be returned at the end of the academic year on the Wardens residency. Failure to return the vest in good condition may result in the cost of replacement being charged to the resident concerned.

FIREWORKS/FIRE CRACKERS

Fireworks and firecrackers are banned on university property at any time; any breaches of this policy will be viewed seriously.

FLYERS/POSTER DISTRIBUTION

Any residents wishing to display flyers/posters within Te Ohanga must seek approval from the Accommodation Manager.

FEEDBACK

Residents are encourage and given plenty of opportunity during their residency to provide feedback on facilities, services and accommodation staff. There are a number of formal feedback mechanisms that Accommodation Services and Residential Services provide (see also surveys). Informal feedback is also welcomed from residents, either in writing or verbally.
FOOD – CATERED HALLS OF RESIDENCE

Breakfast and dinner plus weekend brunch catered meals are taken in “Food for Thought”. Lunch from Monday to Friday is taken in the Study Break Café. You are able to choose from a range of meals offered on our menu. You will be eligible for meals on the basis of the meal plan that you have applied for. All meal tickets are obtained from “Food for Thought” by scanning your Student ID Card.

Meal Times

(could be subject to change):

<table>
<thead>
<tr>
<th>MEAL</th>
<th>DAYS</th>
<th>TIMES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Breakfast</td>
<td>Monday – Friday</td>
<td>7.00am – 9.00am</td>
</tr>
<tr>
<td>Lunch</td>
<td>Monday – Friday</td>
<td>11.00am – 13.30pm</td>
</tr>
<tr>
<td>Dinner</td>
<td>Monday – Sunday</td>
<td>17.30pm – 19.00pm</td>
</tr>
<tr>
<td>Brunch</td>
<td>Saturday Only</td>
<td>8.00am – 11.00am</td>
</tr>
<tr>
<td>Brunch</td>
<td>Sunday Only</td>
<td>9.00am – 12.00pm</td>
</tr>
</tbody>
</table>

Please Note: Catering packages do not include the 3 week mid-year break 22/06/2015 – 10/07/2015

If you are unable to attend the evening meal due to a late lecture or another university commitment, a meal can be held for you. To arrange this, contact the Catering Manager on (09) 4140800 ext. 43935 or call into “Food for Thought” and advise the Manager of Duty. All requests must be submitted 24 in advance.

Food for Thought Etiquette

Food for Thought is part of the accommodation environment and the same standards of behaviour and cleanliness apply. Any resident misbehaving during meal times will face disciplinary action. In addition, residents who do not comply with the behaviour standards may be refused service and/or asked to leave by the catering staff.

The following specific rules also apply:

• You are responsible for tidying up after yourself and placing all trays, cutlery, crockery and leftovers in an appropriate manner in the designated clean up area
• Crockery, cutlery and trays are not to be removed from the food court
• Throwing of food or utensils will not be tolerated

Special Dietary Needs

Many residents have special dietary needs and we will endeavour to accommodate these where possible. If you have any specific requirements you must inform the Catering Manager.

Our 6 week menu will include a vegetarian option and gluten/dairy free option each day.

We will endeavour to meet any special dietary requirements you have, however, if there are special ingredients required, there may be an additional cost.

Should your dietary need change whilst in Te Ohanga, please do not hesitate to contact the Catering Manager.

Where we are unable to accommodate your special dietary needs we will recommend that you apply to a self-catered accommodation option, where you will be able to take responsibility for meeting your own catering requirements.
Changing Meal Plans

You can apply to change your meal plan in the first three weeks of each semester only by giving 1 week’s notice. If however, a change is requested from catered to self-catered the applicant will be required to move accommodation type and will depend if a room is available (see Room Change).

Please Note: Residents are not permitted to self-cater in the Halls of Residence.

Meals for Residents who are sick

If you are sick and unable to attend a meal in the dining hall, you can arrange for a friend or neighbour to collect and sign for a meal for you. You will need to ring the Catering Manager to arrange this, please give as much notice as you can. If illness continues beyond two days you may be asked to present a medical certificate to continue accessing meals in this manner.

Food and Accommodation Committee

Each Hall will elect a representative to be part of the Food and Accommodation Committee. This committee meets on a regular basis with staff from Accommodation Services, Residential Services and Catering Services to provide direct feedback about the accommodation services as a whole, such as:

- Community Activities and Events
- Catering
- Cleaning
- Maintenance

Elected representatives must attend meetings on a regular basis and prior to the meeting collate any positive or negative feedback from the residents within their Hall.

FOOD ESTABLISHMENTS

There are a variety of food outlets on Campus. These are:

Food for Thought Café
Opening Hours: Monday – Friday: 7.00am to 4.00pm
Location: Student Central

Browse Café
Opening Hours: Monday - Thursday: 9.30am-4.00pm, Saturday and Sunday: 9.30am-6pm
Location: Level 1, Library

Campus Kebab
Opening Hours: Monday - Friday: 8.30am - 6.30pm, Saturday – Sunday: 9.30am - 4.30pm
Location: Quad B

Sushi Lounge
Opening Hours: Monday - Thursday: 10.30am to 4.30pm, Friday: 10.30am to 3.00pm
Location: Quad B

Fan Expresso
Opening Hours: Monday - Friday: 9.00am to 4.00pm
Location: Quad B

Scholars Café
Opening Hours: Monday - Friday: 7.00am – 4.00pm
Location: Recreation Centre

The Ferguson Bar
Opening Hours: Monday - Wednesday: 12.00pm – 8.00pm, Thursday and Friday: 12pm – 3.00am
Location: Next to The Recreation Centre

Please note: these times could be subject to change.
FOOD STORAGE
Within the Halls of Residence, you can keep a few food items; however it is strongly advisable to name all your food as these areas are not lockable.

Fridges and Freezers
Halls of Residence - There are small fridges provided in the communal area within each Halls of Residence and are available for all residents to use to store food and drinks. Space is on a first come, first served basis and it is advisable that you put name tags on your items.

Apartments – Fridge/freezer included.

Studio Units – A small fridge is provided.

Residents are permitted to have a small fridge in their bedrooms (no bigger than 45L), provided that they have been tagged as being compliant with AS/NZS 3760:2003. This appliance must be in a good condition and in good working order to ensure it does not cause damage to furnishings or present an electrical safety hazard. Such appliances must first be cleared with the Residential Assistant in your building, must be placed on a plastic mat to protect the carpet and must be positioned in the bedroom so that it does not obstruct access.

Residents are responsible for clearing out-of-date food from the fridges and ensuring that they are kept clean. Any theft from the fridges is not the responsibility of the university or Accommodation Services, but residents should advise their Residential Assistant should this occur. Keeping food clearly labelled and stored in plastic containers is a good idea.

All communal appliances will be cleaned during the June/July mid semester break and at the end of the year. Residents must have removed all food items they wish to keep, as all items left in the fridge will be disposed of during the cleaning process.

FURNITURE
Residents must ensure that all furniture that is the property of the University or Residential Services is treated with respect and used appropriately. This means indoor furniture is not to be taken outside for residents use.

Residents may personalise their bedrooms with small items of furniture appropriate for the size of the bedroom i.e. bean bags. If there is any damage caused through installing or dismantling, you will be liable for the cost of redecorating the room to its standard.

GAMES
Residents are not permitted to play games or sports within any areas near to the bedrooms that may cause a disturbance to other residents. There is a games room in Te Rito, for all residents to use and we have games equipment that residents can borrow. Please see your RA if you wish to borrow anything.

GARDENS AND GROUNDS
Massey University prides itself on its surroundings so it is important that residents respect the grounds and refrain from littering, walking on or damaging gardens, plants or trees. For any grounds or garden issues around Te Ohanga please contact Residential Services.

GRAFFITI
Graffiti and tagging, like any other intentional damage to university property, will not be tolerated. Residents will be charged the cost of remediation as well as being subject to sanction as part of the discipline process.
GUESTS AND VISITORS
All bedrooms in Te Oranga are for single occupancy. Residents are permitted to have approved guests stay in their bedroom once a week. Residents must fill in the Overnight Guest Registration Book (available from Residential Services) and provide the following information:

- Residents name
- Name of the guest
- Name of accommodation building and room number
- Specific date (maximum of 1 per week)

Failure to seek approval for guests may result in disciplinary action. Extra mattresses and bedding packs can be sourced for guests from Residential Services and must be returned to Residential Services in a clean condition after the guest has departed. Guests or friends are not permitted to sleep in communal areas such as lounges or kitchens.

Residents are fully responsible for the behaviour of their guest and visitors during their stay. If your visitor or guest breaches accommodation rules or regulations the resident is responsible for any sanctions or damage costs that my result. It is the resident’s responsibility to inform their guest or visitor of the rules. Any guest or visitor found to be breaching the rules or regulations may be formally trespassed from Te Ohanga.

HALLWAYS AND STAIRWELLS
Residents are asked to ensure that hallways and stairwells are kept free from obstruction for fire and general safety purposes. Residents are not permitted to store sports shoes, work boots, bikes or other equipment in hallways or stairwells as these items may impede resident evacuation in the event of an emergency and may cause damage to furnishings.

Items left in hallways are a fire safety risk. For this reason, any items found will be removed and residents will need to claim these back from the Accommodation Manager.

HARASSMENT
Harassment, of any sort, is viewed very seriously by the University and clearly goes against the underlying tenet of consideration for others within the accommodation. All harassment complaints will remain confidential and it is the complainant’s decision about how the issue will be investigated. Harassment complaints can be handled in a variety of ways including being treated as a serious breach of the Accommodation Residential Agreement. Please report any harassment issues to the Accommodation Manager.

HEALTH AND COUNSELLING CENTRE
Being a successful student isn’t just about studies, you need to look after yourself as well, so we provide our residents with a comprehensive range of professional and confidential medical, nursing and counselling services at an affordable cost. (International students incur additional charges for consultations, which may be covered by their medical insurance). Our services on campus offer a range of options such as:

- Health and medical
- Counselling
- Applying for aegrotats
- Wellness workshops

The Health and Counselling centre has a team of professionals including highly skilled counsellors, nurses, doctors and dieticians.

HEALTH AND SAFETY
HEATING
There is heating in bedrooms and communal areas. Residents are not permitted to use personal heaters due to fire safety and electrical overloading. If residents have any concerns about heating they should contact Residential Services in the first instance.

Please note that heaters in rooms have an automatic shutoff after one hour. To turn on your heater, simply push the activation button, usually located by the desk in your bedroom. Just push the button again if you want more heat after it has turned off after each hour.

PLEASE DO NOT PLACE ANY ITEMS, SUCH AS CLOTHING, TOWELS ETC, ON THE HEATING AT ANY TIME, INCLUDING WHEN THESE ARE NOT IN USE. ALSO, THESE MUST NOT BE USED TO SIT OR LEAN ON.

HYGIENE
While personal hygiene is your responsibility, it is important to remember the impact poor personal hygiene can have on other residents when living in such close proximity.

Please keep your rooms clean and tidy and free from food which may attract pests.

IDENTIFICATION CARDS (ID CARDS)
Residents must carry their Student ID Card with them at all times for identification purposes. This is particularly important after hours when Security is on patrol. At any time they may request to see your ID to ensure you are a resident of Te Ohanga.

ILLNESS OR ACCIDENT
Residents are required to advise their RA if they become ill, are injured as the result of an accident or have ongoing medical issues. This is to ensure that Accommodation Services are aware of a resident’s medical condition if the need arises for urgent medical intervention, a room change or for general welfare monitoring purposes. This is particularly important for illnesses that are communicable.

In the event of a resident being involved in an accident or even A&E visits to the hospital, Accommodation Services may be required to act as next of kin for the purposes of identification and approving minor medical decisions on behalf of the resident’s care givers. This is a sobering reminder, but one that highlights the need for all residents to provide Accommodation Services with correct medical information, including any medications, disorders (mental or physical) allergies and conditions.

INCENSE, OIL BURNERS AND CANDLES
Residents are not permitted to use incense, oil burners or candles in their bedrooms for fire safety reasons. Any resident found to be using such items may be subject to disciplinary action. See also “Fire”.

INCIDENT REPORTS
When an incident occurs within Te Ohanga, on campus or off campus involving residents, RAs will lodge an incident report with the Accommodation Manager. Depending on the situation and if any follow up action is necessary, the Accommodation Manager may contact the resident(s) involved for a meeting. After investigation, if any accommodation rules and regulations have been breached, or the incident involves criminal acts further disciplinary action may result.

INITIATION CEREMONIES, HAZING, PRANKS
Such activities are not common or accepted practice in most New Zealand universities. Massey University does not condone this type of behaviour and 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.
INSPECTIONS
Accommodation Services and Residential Services reserve the right to inspect bedrooms and social areas if they have reason to suspect a breach of the accommodation rules or regulations or have concern for the safety and welfare of the resident or other residents within the accommodation. Such inspections will be undertaken only after approval by the Accommodation Manager or Residential Manager and will always involve at least two staff members. Where possible or appropriate the resident will be notified prior to the inspection and has the right to be present during the inspection.

During each semester an inspection will take place with the Residential Services and Accommodation Manager as standard routine, residents will be informed about this with a minimum of 24 hours prior to inspections being carried out.

Routine maintenance and bond refund inspections will be carried out on each bedroom at the end of the period of residency. Where possible or appropriate the resident will be notified prior to the inspection and has the right to be present during the inspection. See also “Deposit/Bond”.

INSURANCE AND LIABILITY
Residents are responsible for insuring their own goods. All personal belongings should never be left unattended, especially in the social areas, entrance ways and laundry room. The University and Residential Services do not take any responsibility for theft or damage to your belongings.

INTERNATIONAL STUDENT SUPPORT
The International Student Support team is here to assist all international students from pre-departure through to returning home. The following services are available:

- Admission and enrolment processes
- Medical and travel insurance
- International orientation, cultural events, activities and seminars
- Pastoral care and support
- Student visa renewals, which can be applied for on campus
- Graduate work visa applications

The team is located on the ground floor in Quad A.

INTERNET CONNECTIONS
Vistagate are contracted to provide our residents with internet access. They have installed ultra-fast broad band throughout Te Ohanga.

<table>
<thead>
<tr>
<th>PLAN</th>
<th>USAGE</th>
<th>INFORMATION</th>
<th>COST</th>
</tr>
</thead>
<tbody>
<tr>
<td>STARTER</td>
<td>4gb</td>
<td>A weekly plan for individual users</td>
<td>$10 Per week</td>
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<tr>
<td></td>
<td></td>
<td>Ultrafast Broadband</td>
<td></td>
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<tr>
<td>HEAVY</td>
<td>8gb</td>
<td>A weekly plan for individual users</td>
<td>$14 Per week</td>
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<tr>
<td></td>
<td></td>
<td>Ultrafast Broadband</td>
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<tr>
<td>UNLIMITED</td>
<td>Unlimited</td>
<td>A monthly plan for individual users</td>
<td>$30 Per month</td>
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<td></td>
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<td>Ultrafast Broadband</td>
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</tbody>
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- To Connect – “vistagate” wireless network
- Open the web browser – http://logon.vistagate
- Create an account – select register and enter your details then click submit
- Top up your account – by debit/credit card or online banking
- Select your plan
- For assistance email help@vistagate.com
KEYS AND ACCESS FOBS
Residents are responsible for the security of their own keys and must keep them on them at all times when leaving your bedroom. Keys and Access Fobs are not transferable and any non-resident or other resident found to be using another resident’s key or Access Fobs will be subject to disciplinary action.

If you lose your key(s) or access fob, the replacement cost to be paid by you will be approximately:

<table>
<thead>
<tr>
<th></th>
<th>Halls</th>
<th>5 Bedroom Apartments</th>
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</thead>
<tbody>
<tr>
<td>Bedroom Key</td>
<td>$150</td>
<td>Bedroom Key</td>
</tr>
<tr>
<td>Entrance Key</td>
<td></td>
<td>Entrance Key</td>
</tr>
<tr>
<td>Entrance Key &amp; Bedroom Key</td>
<td>$225</td>
<td>Entrance Key &amp; Bedroom Key</td>
</tr>
<tr>
<td><strong>4 Bedroom Apartments &amp; Studio Units</strong></td>
<td></td>
<td><strong>Access Fob</strong></td>
</tr>
<tr>
<td>Bedroom Key</td>
<td>$150</td>
<td></td>
</tr>
<tr>
<td>Entrance Key</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Entrance Key &amp; Bedroom Key</td>
<td>$300</td>
<td></td>
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</tbody>
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Please note if your key is found after it has been replaced, there will be no refunds.

LAUNDRY FACILITIES AND USE
There is a communal laundry facility located in Te Rito for all residents to use; this is open 24 hours a day.

Laundry charges are $3 per wash and $3 per dry purchased through the cashless payment machine located in the laundry.

Please show consideration for your fellow residents by removing your clothes from the machines as soon as possible and ensure that these communal areas are kept clean and tidy at all times.

No sports shoes or work boots are to be washed or dried in the appliances. No privately owned or privately hired equipment may be installed.

Any non-residents found to be using the accommodation laundry facilities must be reported immediately to Residential Services.

There is also a vending machine for the purchase of personal items for your convenience.

LIBRARY
The library holds books, journals, newspapers and AV materials to support all papers taught at Albany.

There are three campus libraries at Massey and you can easily borrow books from any of them by placing an online request in the Library Catalogue. The Information Commons (Level 2, entry level) has 150 multi-purpose computers, loaded with library and MS Office software. Other facilities include black-and-white and colour printers and photocopiers and scanning facilities. Printing and photocopying are charged to your university network account.

There is ample study space for individuals and groups on Levels 1 and 3 and for quiet individual study on levels 4 and 5, and a room for parents with children. The mini theatre on Level 1 is available for groups wishing to view films or practise presentations. The Browse Cafe on Level 2 has a wide variety of food and beverages, and is open long hours.

Research Consultations with a subject librarian are encouraged for postgraduate students. You can book a consultation at the Information Desk, or by emailing the Subject Librarian for your College.

LITTERING
Residents are encouraged to respect the campus environment and refrain from littering. Please use the rubbish bins provided on campus. This includes the disposal of cigarette butts which must be placed in the receptacles provided in the designated smoking areas.

Any resident found throwing litter out of their bedroom window will face disciplinary matter.
LOCK OUTS
Residents are responsible for ensuring that they have their keys and access fobs with them at all times when they are outside of their bedroom.

Residents who accidentally lock themselves out of their building or bedroom will need to contact Residential Services on 09 213 6555. You will be charged $50 to be let back into your room so please remember to keep your keys/access fobs with you at appropriate times.

LOST AND FOUND PROPERTY
The Security office, located at the back of the Atrium building (LL1.26), manages lost property.

MAIL AND COMMUNICATIONS
All residents’ mail and parcels are delivered to Residential Services Office each weekday. You will receive notification by email if a parcel is delivered. Residents must present their Massey ID Card and the notification card to collect parcels, courier items and registered mail.

See back cover of this handbook for postal address details.

As a resident in Te Ohanga you are expected to keep up to date with information posted on our facebook page https://www.facebook.com/#!/masseyalbany.accommodation.

All residents have a responsibility to keep their contact information up to date and must contact Residential Services immediately if any of their personal contact or welfare information changes.

MAINTENANCE REPAIRS
The infrastructure of Te Ohanga and furnishings must be maintained in a good state of repair. Any repairs or faults with your bedroom or building should be reported immediately, using the online Portal. The problem will be assessed, prioritised and repaired accordingly. Where it is necessary to access a resident’s room to carry out maintenance, we will endeavour to give the resident sufficient notice; however this may not always be possible, mainly in emergency situations.

All maintenance staff are vetted and residents can be assured of the security of themselves and their personal items whilst repairs are underway.

Residents are not allowed to engage the services of repair contractors. If a resident engages services suppliers independently the resident will be charged to have the work accredited and inspected or redone.

For anything other than fair wear and tear, residents will be charged for actual costs of repair or replacement of items plus a 10% administration fee. Where a resident immediately claims responsibility for the damage, the 10% administration fee will be waived. Where the specific resident responsibility cannot be identified the residents of the Accommodation Block will be charged collectively. These charges will be charged as soon as the invoice for the repairs/work has been received. (in exceptional circumstances, other payment options will be considered).

MĀORI STUDENT SUPPORT SERVICES
Nei rā te reo karanga e tau atu nei, ki te hāpai ake i te rau tangata, Whakaako, whakaeke ki te kōmata, Te Kunenga ki Purēhuora!

(Hear the call, the message to uplift the diverse human nature, learn and aspire to reach the pinnacle. This is the message from Massey University!)

Tēnā koutou katoa.

All our staff within the Māori Directorate are here to support Māori students and help make campus life enjoyable, successful, and rewarding. They can:
- Help connect you with key staff & students across Massey University
- Assist connect you to other Māori students on the Albany campus
- Provide guidance for first-year students (enrolment, planning, preparation, accommodation, scholarships, networks)
- Assist with course planning advice for returning students
- Provide academic advice and study skills development
- Help with writing for postgraduate study
- Help with workplace experience, internships and industry networks
- Assist with skills development (e.g. research, leadership, Te Reo Māori)
- Assist with the development of student-centred events (e.g. sports, recreation, careers, cultural, healthy lifestyles); and
- Offer, pastoral and spiritual care (someone to talk to in confidence)

Located in Quadrangle A, Level 2, are three senior Māori staff members. Please contact:
Margaret Kawharu – Senior Māori Advisor Albany – Ext. 43029, Mobile: 021 746 987
Messina Shaw – Māori Student Advisor – Ext. 43219, Mobile: 021 423 692
Dr Lily George – Māori Postgraduate Research Advisor – Ext. 43923, Mobile: 0272 787 405

Kaumātua and Minister of the Rātana faith, Haahi Walker, is also available upon request.

MEDIA
If a resident is approached by the media for whatever reason it is recommended that you refer queries to the Accommodation Manager.

MEDICAL ASSISTANCE AND FIRST AID
If a resident requires medical assistance or first aid they must contact the Duty RA immediately. All Accommodation Services staff are fully trained First Aiders and are able to assist in such situations. Each RA has a First Aid kit should these situations arise.

The Duty RA will contact the Accommodation Manager in serious cases for a decision whether to call an ambulance or seek further medical assistance. When Accommodation Services is not immediately contactable, residents must call Emergency Services immediately: Phone 111, ask for ambulance and clearly state you name, location and your contact number and what the problem is.

Please Note: it is always helpful for ambulance staff if they are met at the gateway to the university and/or entrance to the building. Please call Residential Services for assistance.

MEDICAL DISCLOSURE
Please refer to the sections on illness or accident, communicable diseases and mental health. To ensure that Accommodation Services can assist residents in the unlikely event of an emergency or other incident in Te Ohanga, we must be made fully aware of any existing medical illnesses (physical or mental) medications or allergies a resident may have.

All personal medical information will be kept confidential and only used by Accommodation Services when deemed medically necessary or due to concerns for the welfare of a resident or the wider community.

MEDICATION
If a resident is required to take regular medication, or has specific medication storage or administrative needs, they must notify the Accommodation Manager. Such medication must be identified in the medical information section of your residency agreement.

Any resident who has been prescribed medication but is unable to properly administer this medication independently must notify the Accommodation Manager.

If known, this information must be supplied in the medical information section of your residential agreement. If such a situation occurs during the year the resident will be required to formulate an independent medical care plan with the Massey Health and Counselling Centre or their chosen health professional.

Accommodation Services and other residents are not permitted to hold or administer a residents medication, unless in an emergency situation and only then after seeking approval from the Accommodation Manager.
MENTAL HEALTH

We are aware that the changes associated with university study/life may trigger feelings of depression, anxiety, frustration or distress. Some of these feelings are normal and will probably subside as you settle into your life here. Some feelings may be, or become more intense and require additional support to manage or resolve.

We encourage residents, who have concerns about themselves, or a fellow resident or friend, to seek help by discussing the matter with their RA or the Accommodation Manager.

Any resident with a diagnosed condition should notify the Accommodation Manager so that long term support can be provided if required.

MODIFICATION TO BUILDINGS, FURNITURE ETC

No university property or buildings may be modified, including furniture, fittings and equipment, supplied in the bedrooms and communal areas.

MUSIC ROOM

Residents are encouraged to continue with their interests outside study. For those who play an instrument or sing, a music room is available for practices in Te Rito, open from 10am – 10pm daily.

NOISE AND QUIET HOURS

Central to academic success is the ability to concentrate on study and to sleep well. Te Ohanga is intended to provide a study focused living environment that is supportive of academic endeavours. That said, there is always going to be a certain level of noise when large groups of people live together, and a certain amount of tolerance to noise must be developed.

Noise is more likely to cause disruption if it is excessive, considered to be unnecessary, or occurs when people can reasonably expect the environment to be quiet, e.g. at night. Please consider the needs of your fellow residents at all times and remember that other people’s workloads and study habits may differ from yours. In the first instance residents should speak to other residents themselves if they feel able to do so.

Please Note: There is not to be noise in or around Te Ohanga after 10.00pm Sunday – Wednesday and 11.00pm Thursday – Saturday.

Your RAs have every right to ask you to desist from making noise if it is causing other residents concern. Please respect their instructions and act promptly to curb any noise. If the noise is ongoing or sufficiently excessive, disciplinary action may result. We can also confiscate noise stereos or other equipment if they are a disturbance to others.

NOTICE BOARDS

Notice boards in and around Te Ohanga are for resident information and notices about events and activities. All posters must be authorised by the Accommodation Manager prior to display and any resident wishing to put up a poster must first seek approval.
OFFENSIVE BEHAVIOUR, LANGUAGE AND/OR MATERIAL
Any language, behaviour or material that causes offence should not be used and residents are reminded to consider the needs of others at all times. More serious instances will be subject to disciplinary action.

OPEN DAY
Massey University holds an Open Day in August each year which attracts well over 1,000 prospective students to campus. Open Day is a very important activity for the University and, as such, exemplary behaviour is expected from all residents on these days.

Tour groups will be taken through Te Ohanga and any resident found to be engaging in any type of behaviour that brings the University into disrepute, or offends visitors will be subject to disciplinary action.

ORIENTATION
Accommodation Services host an Orientation Programme for all residents over the first couple of weeks of semester, to ensure you settle in to accommodation, university life and get to meet as many other residents as possible. The programme is likely to include:

• An accommodation seminar (compulsory attendance)
• A transition support workshop
• Walking tour of Albany
• Social activities onsite
• Off-campus trips
• Flattening Agreements
• Cleaning Rotas (apartment living)

All residents are also encouraged to attend the University’s Orientation Programme. Please see http://www.massey.ac.nz/orientation/ for more information.

PARTIES/SOCIAL GATHERINGS
Any parties/social gatherings must be approved by the Accommodation Manager at least 5 days in advance. All residents who wish to host one must complete and return the “Party/Social Request Form” these are able from the Accommodation Services. The Accommodation Manager has the right to refuse any request.

PASIFIKA STUDENT SUPPORT
Warm Pasifika greetings and welcome to the Massey Family where success is the norm and achievement is celebrated.

Thank you for choosing to be part of the Massey family the University of choice, the engine of the new New Zealand, the place where you don’t have to give up who you are to become what you want to be. Needless to say everything we are is about you and your journey of discovery.

There are not many promises that we make but this one we will keep “that you are the centre of everything we do here and we will endeavour to meet your needs and especially academic support and pastoral care” The only thing we can’t do is what we don’t know and what you don’t ask for.

Enjoy your stay and remember you are not alone………………many are praying for your success.

PETS
Pets, of any type, are not permitted in residential accommodation.
PERSONAL SAFETY
To ensure your personal safety, be mindful to:

• Keep your entrance to your accommodation closed at all times
• Carry your mobile phone with you at all times
• Add all accommodation contact numbers into your mobile
• Let your flatmates know if you’re not coming home at night
• Take a friend or go out in a group when you are going out late at night
• Not walk home alone. Travel in a taxi, catch a bus or call a friend for a ride
• Always watch your drink when you are out in bars/clubs
• Be a good friend. If someone you know has had too much to drink, help them get home for their own personal safety
• Keep to the main roads or lighted walkways if you are walking home at night. Never take short-cuts on your own
• Make plans before you go out as to how you will get home safely
• Familiarise yourself with the area that you are living in
• Only let people you know into your room. If in doubt call the Duty RA or Residential Services
• Call Residential Services if you see anything or anyone suspicious around Te Ohanga.

PHARMACY/MINIMART
UniMart pharmacy and minimart is situated in Student Central. They offer a comprehensive pharmacy service and stock a number of grocery items.

PHOTOGRAPHS
All residents are required to supply a good quality, recent colour passport photograph with their applications. Photographs of residents will be held by Accommodation Services for identification purposes. All photographs are destroyed at the end of the residency.

Photographs are also taken at all our accommodation events and activities, these are then put on our facebook page and some will be used for publicity purposes. If you don’t wish for your photo to be used, please inform the Accommodation Manager.

POLICE CHECKS AND CRIMINAL CONVICTIONS
As a condition of residency all residents must give the Accommodation Manager permission to undertake a police check if it is deemed necessary. Normally such checks are not routine unless the Accommodation Manager determines that the safety of individual resident or the wider community may be at risk by a resident who may have disclosed criminal convictions, or seriously breached their residential agreement. Further action is to be at the discretion of the Accommodation Manager and/or Security.

POLITICAL AND RELIGIOUS VIEWS
We encourage residents to discuss and debate topical issues with a view to broadening their knowledge of the world. However, we do not tolerate situations where residents or fellow students feel that others’ religious, political or moral views are being forced on them, or where they are subject to emotional harm, blackmail, or coercion. Residents should not be harassed to buy or join anything and any uninvited or unwanted contact for the purposes of promoting religious or political beliefs or membership – particularly where this is persistent, will not be tolerated.

We encourage a tolerant community where differences are valued. Discrimination against, or oppression of others on the grounds of beliefs will not be tolerated.

PRIVACY
All information relating to a resident will be managed in accordance with the Privacy Act 1993. Unless there is good reason to retain personal information, all personal information held by Accommodation Services and Residential Services will be destroyed once the term of residence has finished and both parties have fulfilled the conditions of their residential agreement.
Residents must provide Accommodation Services with their Massey University student ID number to enable Massey University to:

- Confirm full time enrolment at Massey University
- Ensure ID cards are coded to allow meal access at the food court
- Provide statistical information concerning residents

Accommodation Services and Residential Services will not release a resident’s personal information or room information to external or internal enquirers unless a resident specifically requests in writing or verbally that information be given or only for safety, security or emergency reasons.

Residents are reminded that it is not appropriate to enter any bedroom or staff office/bedroom without first knocking and waiting for an invitation to enter.

**PORNOGRAPHY**

Any material that is pornographic in nature is not permitted within the social areas of Te Ohanga. This includes materials such as poster, videos, DVDs that are gratuitous or explicitly sexual in nature or material that is offensive in nature. It is important that all people and genders 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.

**PUBLICITY AND PROMOTION**

As a way of recording and sharing the fun activities available to our residents, we take photographs of our residents enjoying crazy sports, workshops, on and off campus activities. We want to be able to put these photo up on the website and in other appropriate places such as our Facebook page, presentations, flyers and booklets so you will notice that we include the following waiver clause on your “Behaviour and Welfare Contract”; “Having singed this document, I am permitting Massey University to use my image for a period of three years from the date of signing. I now waive all personal rights to object to the use of my image of me in Massey University marketing and promotional material only”.

**RACISM AND DISCRIMINATION**

Massey University is a multi-ethnic campus where people of all colours, races, ethnicities and cultural affiliations are welcomed. This means that you will encounter many different beliefs, cultural practices and ways of doing things. We expect everyone to embrace the campus diversity by respecting others of a different culture to your own.

Racial discrimination is not tolerated on any grounds, which includes; speech actions and crimes on the basis of colour, race, ethnicity or cultural affiliation.

**RENT**

See Accommodation Fees.

**RESIDENTIAL AGREEMENT**

When you sign your Residential Agreement, you are entering into a relationship with Campus Living Villages, Massey University, and Food for Thought catering services. By signing the Agreement you are saying that you have read this handbook and understand the terms, conditions, rights, responsibilities, roles and expectations laid out in it. There are two aspects to the agreement:

- **Residential Agreement**
  This outlines the period and cost of your residency, the services to be provided and any meal service required

- **Welfare and Behaviour Declaration**
  The welfare and behaviour of all residents in Te Ohanga is the concern of Massey University Accommodation Services. This information provides Accommodation Services with the information necessary to provide medical assistance, support and pastoral care during your residency
  It also outlines your commitment to abide by your responsibilities as a resident as outlined in their handbook. If repeated breaches of the policies occur, or if a breach is sufficiently serious, then the terms of this agreement may be amended as a condition of continued residency.
• **Services under your Residential Agreement**

  Services provided under your residential agreement falls under, four main categories, being:

• **Right of Occupancy**

  Use of a room and access to and use of the communal spaces and services within Te Ohanga

• **Meal Services**

  There are four catered meal plans; dinner only, lunch and dinner, breakfast and dinner or breakfast, lunch and dinner. Meals are taken in the central dining hall “Food for Thought” located at Student Central. You can expect a choice of tasty and nutritious meals with a menu that changes daily. If you require a special meal to cater for dietary needs, this can be arranged at the beginning of, or at any time throughout your tenancy.

• **Cleaning Services**

  All social areas in the Halls of Residence (fully catered accommodation only) are cleaned daily during the week. Your cleaner will have access to your building and should be treated with respect and courtesy. Individual bedrooms are only cleaned between residencies. As a resident you are also responsible for the cleanliness and tidiness of the social areas. Basic rules are, if you get it out, you put it way, if you make it dirty, you clean it up.

• **Maintenance Services**

  You can expect all equipment in Te Ohanga to function, and for the infrastructure to be maintained in a good state of repair. Occasionally maintenance staff will require access to your room to carry out repairs, and where possible notice will be given. This may not always be possible, mainly in emergency situations. However, residents should be assured that all maintenance staff are vetted and your personal safety and security of personal belongings will be assured.

  Maintenance staff will also leave details of the work carried out and their personnel who undertook it. The system for reporting maintenance issues will be sent to you separately and will detail how you can report damage or fault, the time frame for remedy, the process to be followed, and the personnel responsible.

• **Release from your Residential Contract**

  Only in exceptional circumstances, can you apply to be released from your contract as you have signed a fixed term contract document which is legally binding and means that you are responsible for your accommodation fees until the end of the contract.

  Under these exceptional circumstances the burden of proof is on you to show how university accommodation is not suitable for you, and that there is nothing that can be done to fix the problem. In most cases where there is a problem, you may be offered alternative accommodation on campus and you would need exceptional reasons to decline.

  Applicants must obtain a “Release of Contract” form from the Accommodation Manager. This form outlines the process that must be followed before an application can be considered.

**ROOM CHECKS, INVENTORY AND CONDITION REPORTS**

At the beginning of each semester all rooms and social areas are stocked with a variety of furnishings, appliances and equipment. Periodically and at the end of each residency period all rooms and social areas will be inspected to ensure that these items are complete and in good state of repair.

Room Inventory Forms are available online at the beginning of your accommodation contract. These forms MUST be checked, signed and submitted back online within the first 7 days of your residency.

The online inventory for your room is available to view anytime. You will be given the link when you check in.

If this is not returned immediately, and any item in your room is found to be damaged or not in its original condition then the charge for that item will be deducted from your Bond. Any maintenance issues identified at the beginning of your residency will be attended to straight away. See also Deposit/Bond and Maintenance Repairs.

**RUBBISH AND RECYCLING**

Please respect fellow residents and the beauty of this campus and Te Ohanga and refrain from littering. We encourage all waste minimisation initiatives and encourage residents to recycle where possible. Recycling bins for paper, plastic, cans and glass are provided in all social areas and throughout the Village.

Residents are responsible for disposing of all personal rubbish in the rubbish bins provided. Large waste bins and recycling bins are also located at the rear of Te Rito. Ensure you wrap smelly and sharp objects to prevent injuries and to discourage pests.
Residents in the self-catered apartments and studio units are responsible for taking out their full kitchen rubbish bags regularly and placing them in the bins at the rear of Te Rito. Leaving full rubbish bags in the kitchen can create a health and pest hazard.

Residents are encouraged to report the licence plates or personal descriptions of anyone, including non-residents, seen to be dumping rubbish illegally in Te Ohanga bins. Such people will be trespassed by Security.

Please do not stack your personal rubbish next to overflowing bins in the accommodation buildings as this causes damage to flooring and wall surfaces, hygiene issues and can attract unwanted pests.

For extra rubbish bags, please contact Residential Services.

SANCTIONS
A sanction is the result of a breach of the residential agreement and is determined by the Accommodation Manager after investigation of an incident. See also Behaviour Code and Discipline.

SECURITY
Te Ohanga has a security team that oversees the accommodation during the evenings from 11pm through to 7am. They can be contacted via Residential Services on 09 213 6555.

Please don’t leave valuables such as laptops, wallets, cash or credit cards, passports, jewellery, i-pods or other easily portable items in view of windows. Please read the section on Insurance and Liability.

Residents are discouraged to bring valuable items into accommodation as we cannot take responsibility in keeping them safe.

SELF-HARMING BEHAVIOUR
Self-harming behaviour is often a product of low self-esteem, depression or feeling as though life is out of control. If you are feeling like this or are indulging in self-harming behaviour such as:

- Excessive drinking
- Physically injuring yourself

Please talk to your RA or Accommodation Manager. They may be able to offer solutions or can refer you to a specialist if necessary.

SEMESTER DATES
NB: Accommodation Contracts dates will differ from semester dates.

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<thead>
<tr>
<th>SEMESTER DATES</th>
<th>START DATE</th>
<th>FINISH DATE</th>
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<tbody>
<tr>
<td>Semester One</td>
<td>23 February 2015</td>
<td>20 June 2015</td>
</tr>
<tr>
<td>Study Break</td>
<td>8 April 2015</td>
<td>17 April 2015</td>
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<tr>
<td>Study Break</td>
<td>2 June 2015</td>
<td>5 June 2015</td>
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<tr>
<td>Exams</td>
<td>8 June 2015</td>
<td>19 June 2015</td>
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<tr>
<td>Mid-Year Break</td>
<td>22 June 2015</td>
<td>10 July 2015</td>
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<tr>
<td>Semester Two</td>
<td>13 July 2015</td>
<td>11 November 2015</td>
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<tr>
<td>Study Break</td>
<td>24 August 2015</td>
<td>4 September 2015</td>
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<tr>
<td>Study Break</td>
<td>19 October 2015</td>
<td>23 October 2015</td>
</tr>
<tr>
<td>Exams</td>
<td>27 October 2015</td>
<td>11 November 2015</td>
</tr>
</tbody>
</table>

All accommodation options are based on a fixed term 43 weeks from Sunday 15 February 2015 – Saturday 12 December 2015
SEXUAL ASSAULT
Any unwanted or unwelcomed sexual contact will be treated very seriously and may result in referral to the Police. Residents are reminded that the circumstances of any situation may change at any time, and what may have started off as consensual activity can become unwelcome or unwanted.

No means No!
If you are a victim of sexual assault we urge you to seek assistance from a RA or the Accommodation Manager, Doctor or Police Officer. Confidentiality will be maintained at all times.

If you are accused of sexual assault, we suggest you seek assistance from an RA, Accommodation Manager or ASA Advocacy Coordinator as you will need support to address such accusations. Confidentiality will be maintained at all times.

SEXUALITY
Massey University will not tolerate discrimination, bullying, harassment or oppression on the basis of gender, sexuality, sexual preference or choice. We celebrate diversity and are aware that many of you will still be exploring issues relating to gender identification, sexuality and sexual preference. Each person has the right to make decisions that are appropriate for him/her and we ask that you respect the choices that others make.

We have a student support group on campus for gay and lesbian students, for more information, contact your RA or the Accommodation Manager.

SHOPS/STUDENT CENTRAL
We have a variety of shops on Campus, including Bennett’s University Bookshop, Orbit Travel Agency and UniMart which also offers postal, pharmacy and grocery services. Just a five-ten minute walk off campus is the Westfield Shopping Centre, which hosts a large variety of outlets, from supermarkets, home ware stores, fashion, café bars and a cinema complex.

SIGNAGE AND ROAD CONES
Theft or vandalism of signage or road cones is a criminal offence and any resident found to be involved in such behaviour will be dealt with by the local police. No stolen signage is to be stored in Te Ohanga. Any stolen signage or road cones found will be confiscated by Security and residents responsible may face further disciplinary action.

SKATEBOARDS, PUSH SCOOTERS AND ROLLERBLADES
Residents who use skateboards, push scooters or rollerblades are asked to respect other pedestrians using the pathways around the campus. Any damage to curbing or university property caused by skateboard use may result in confiscation and/or further disciplinary action. Residents must not use skateboards, push scooters or rollerblades inside the accommodation buildings.

SMOKING
The University Smoke Free Policy states that all university workplaces and internal areas are totally smoke free. Campus grounds are also smoke free with the provision of designated smoking areas only. All residents and guests or visitors must abide by this Policy.

The designated smoking area for Village residents is located on the edge of the the car park behind Weka. This is the only location where smoking is permitted within Te Ohanga.

Any residents found to be in breach of this rule will be instantly fined and may be liable for a cleaning fee of $100 for each area that requires cleaning. Also, residents may be evicted as a result of breaching the residential agreement. The use of bongs or related apparatus are also banned.

SOCIAL FUNDS
As a resident you have paid an Activity Fee, which is used to subsidise events and activities throughout the year in order to foster a community spirit and resident involvement in campus life.

If there is an event or activity that you would like to organise or participate in, please discuss with the Accommodation Manager.
SPECIAL ACCOMMODATION TERMS
Semester only contracts are available for those that are only studying at Massey for one semester, such as veterinary students, Study Abroad students and Study Exchange students. Please inform us of this on your application.

SPORT AND RECREATION
The Recreation Centre is located immediately adjacent Te Ohanga, the facility is designed to meet a comprehensive range of recreational, sporting and health and fitness needs. Facilities include:

- Health and fitness studio
- Group fitness studio
- Sports hall
- North Harbour Cricket Centre
- Scholars Café
- Physiotherapy clinic

STARTER PACK
On arrival at Te Ohanga all residents will be supplied with a “Starter Pack”. This will consist of:

- Cutlery – knife, fork, spoon and t-spoon
- Dinner plate
- Side plate
- Bowl
- Tumbler
- Mug

STUDENT CODE OF CONDUCT
All Massey University students agree to abide by the Massey University Student Code of Conduct. All accommodation residents agree to abide by this Code of Conduct also. For information see http://www.massey.ac.nz/massey/about-massey/calendar/statutes-and-regulations/code-of-student-conduct.cfm

STUDENT LIFE SERVICES
We understand the challenges of student life and provide services to help you achieve your academic and personal goals. Make the most of your time at Massey University and take advantage of all the services and resources available to you. Services include:

- Accommodation
- Campus Information Services & Cashier
- Careers & Employment
- Chaplaincy
- Student Life
- International Student Support

STUDENT SOCIAL HUB (Te Rito)
Te Rito is situated in the heart of Te Ohanga and is open every day from 7.00am till 11.00pm, providing residents with the following facilities:

- Lounge with sofas and Sky TV
- Kitchen with convection microwave, hob with range hood and vending machines for snacks and drinks
- Dining area with tables and chairs
- Patio with outdoor barbeques
- Study Room
- Games Room with pool table, television and games station
- Music Room

These shared facilities are for the enjoyment of all residents so please show respect to others by keeping it tidy. No ball games are permitted to be played inside or directly outside Te Rito.

SUB LETTING
Residents are not permitted to sublet their bedrooms or any other communal area of Te Ohanga to others. Any resident found to be breaching this regulation will be subject to disciplinary action.
SURVEYS
Resident surveys are carried out at least annually in Te Ohanga in order to gauge how resident are finding their residential experience. Data is collected and presented to interested parties such as Accommodation Services, Residential Services and Catering Services.

Feedback from these surveys are invaluable to us for planning improvements and highlighting issues in Te Ohanga that need addressing.

TAXI SERVICES
In light of promoting anti-drink-driving we encourage our residents to use the local bus service or pay for a taxi transport when they are drinking and socialising.

Local Bus Service – www.maxx.co.nz
Local Taxi Services -
   North Shore Taxi  09 488 8000
   North Harbour Taxi  09 479 1300
   Cheap Cabs  09 621 0505

TELEVISIONS, SKY TV AND EQUIPMENT
Televisions are provided in all social areas. Sky TV is available in Te Rito. Residents are permitted to have a small TV in their bedroom.

THEFT
We foster and encourage a living environment based on mutual respect and trust between our residents, staff and property. Theft of any university, public or personal property by a resident is not tolerated in Te Ohanga and any resident(s) found to be involved in such incidents may face eviction on top of any criminal proceedings.

TIPS FOR A GREAT STUDENT LIVING EXPERIENCE
• Make an effort to meet other residents, they could become your lifelong friends
• Make the most of the range of social activities that are offered
• Show consideration to others at all times
• Do not behave in an offensive, unruly or threatening manner
• Be aware of your personal safety and aware of others around you
• Ensure you pay your accommodation fees by the due dates
• Play your part in keeping your accommodation clean, tidy and hygienic
• Accept responsibility for the actions of your visitors
• Promptly report any damage or maintenance to Residential Services
• Report immediately any illegal or inappropriate behaviour to the Accommodation Manager

TRESPASS NOTICES
If deemed necessary for the safety and security of other residents and/or the wider campus community, a trespass notice may be issued. Trespass notices are issued where a resident, group of residents, their visitors or guests, or a non-resident breaches the accommodation rules and regulations, commits a criminal offence or makes a public nuisance of themselves.

If a resident is evicted, a trespass notice for Te Ohanga may be issued, barring the resident from returning to Te Ohanga (unless special circumstance or conditions apply).
UNDERAGE DRINKING
It is illegal in New Zealand for persons under the age of 18 years of age to purchase alcohol or consume alcohol without parental supervision. Residents under 18 years of age will not be able to consume alcohol and we remind you that there may be legal ramifications – particularly those that purchase alcohol for you. If any resident is caught drinking underage, disciplinary procedures will follow.

VACANT ROOMS
Vacant bedrooms, or the furniture or fitting from vacant rooms may not be used by residents and must remain locked and in a tidy condition at all times. Vacant rooms are often used as show rooms and as such it is important that they are always clean and tidy.

Any resident found occupying or using an empty room will be charged for the occupancy of that room in addition to the charges for their allocated room.

VACUUM CLEANERS
Halls of residence and studio unit residents can access a vacuum cleaner by asking their RA. Apartments have been provided with a vacuum cleaner which is stored in the hallway cupboard.

VANDALISM
Vandalism will not be tolerated in Te Ohanga and any resident found to be responsible for vandalism of university property or the property of other residents will be subject to serious disciplinary action. The matter may also be referred onto the local police.

VENDING MACHINES
Vending machines are available in Te Rito if you feel like a cold drink or a snack.

VENTILATION
Please remember to air your bedroom regularly by opening the windows and door when it is safe to do so. This will prevent condensation from building up and consequent mildew and odour problems.

Bedroom mattresses must not be kept directly on the floor as this causes dampness from body heat and may damage the carpet and mattress.
WITHDRAWAL FROM MASSEY UNIVERSITY

We understand that the decision to withdraw from university is not taken lightly and we encourage anyone considering this option to first discuss the matter with the Accommodation Manager. There are many ways they can assist you, so please see whether they can offer advice or assistance before you make your final decision.

If you withdraw from internal study at Massey University you must give three weeks paid notice of withdrawal from accommodation. You will have to provide written proof of your withdrawal from the university (available from Massey Contact), and you will remain liable for any accommodation fees up until the end of the notice period. The normal contract break fee of $150 will apply.

This option is intended to apply to residents who for whatever reason are no longer able to continue with university study at that time. We do not intend this clause to be invoked for the sole purposes of obtaining a release from the residency contract, and if a resident resumes study within the term of the original residential contract it will be deemed to remain in place and you will be liable for accommodation fees for the full term of the contract.

If a course is cancelled by the University and you leave University without enrolling in an alternative course, then you will only be liable for the time spent in residence, and any debts (individual and communal) incurred. Only the university can cancel a course in the interpretation of this clause.