

MASSEY HALLS HANDBOOK 2019

THRIVE

MANAWATŪ



MASSEY
UNIVERSITY
TE KUNENGA KI PŪREHUROA

proudly supported by



campus living
villages

UNIVERSITY OF NEW ZEALAND



WELCOME

Welcome to the Massey Manawātū Halls

The purpose of this guide is to help you thrive while you stay in the Massey Manawātū Halls. Please read it and keep it handy as you go through the year.

To make the most of your time at Massey, we really encourage you to get involved in the Halls community.

If you need help at any time during your stay please do let us know.

HISTORY

When Massey Agricultural College opened in 1928, student accommodation was confined to the “Old Hostel”. From 1943 the following residential facilities were added – the Monro Homestead, now Craiglockhart Hall; the Pink Hostel, now known as McHardy Hall; the ‘Rehab’ hostels erected by the Government as part of its returned servicemen’s rehabilitation programme, and; YFC Memorial Building (1953), financed by the Federation of Young Farmers’ Clubs in commemoration of those killed in the second World War.

Between 1960 and 1980 new halls made their appearance, including Fergusson Hall, (privately owned and operated); Colombo Hall; Elliott House, (now staff residence); Fitzherbert House, (now Bindaloe); Cubeside and The Stable, (now Maori Studies); Moginie Hall; Walter Dyer Hall, and; the Courts – City, Egmont, Rotary and Kairanga.

In 1992 the Atawhai student community was created, adding sixty-five single beds in thirteen units and twelve two-bedroom family units. Tararua and Ruahine complexes of twenty-four beds were opened in 1992 and 1996.

In the early 2000s the YFC building was repurposed for student groups and rehab hostels were replaced by four new 52 bedroom halls – Matai, Totara, Miro and Tawa Halls. Kanuka and Karaka commons were also opened in conjunction with these halls.

Halls accommodation, on or adjoining the campus, is now available for 940 students. Dining facilities for all halls are in the refurbished Student Centre.



THE TEAM

ACCOMMODATION SERVICES TEAM

Massey University is responsible for the residential community. This includes; resident welfare, behaviour, events and activities to ensure that you thrive socially, academically and personally during your stay with us.

Amy Lavini - Head of Halls
 Assistant Managers - Resident Life: Adam Searle & Brooke Hopkins
 Assistant Manager - Community & Projects: Rebecca Price
 Administrator - Teraise Standish
 28 Residential Assistants
 4 Community Development Coordinators

Office: Accommodation Office, Student Centre Lvl 2
 Telephone: 09 951 7163
 Email: accommodation.manawatu@massey.ac.nz

CAMPUS LIVING VILLAGES TEAM

Campus Living Villages (CLV Global) provides property management services and are fully committed to working with Massey to make the community a great place to live.

Aroha Taimai - Village Manager
 Office: Residential Services Office, Rehab Road
 Telephone: 06 350 5056
 Email: campusliving@massey.ac.nz

COMPASS GROUP CATERING NEW ZEALAND LTD

Food – it’s all about catering for your needs in 2018 and it simply comes down to your choice. We offer 3 packages designed to fit into your study schedule and your budget. These are value for money, purpose-built deals where you pay a set amount per day and get a free daily loyalty bonus. You decide when, where and how much you want to spend, dependant on the package you choose.

Alan Shannon - Unit Manager
 Office: Student Centre Dining Hall
 Telephone: 06 356 8214
 Email: Massey.pnorth@site.compass-group.co.nz

Head Chef: TBC
 Front of House Manager: Richele Pedersen
 Front of House Supervisor: Bronwyn Taotaua

YOUR ARRIVAL


Please ensure you make arrangements to arrive on the accommodation arrival day




SEMESTER ONE ARRIVAL DAY IS SUNDAY 17 FEBRUARY

SEMESTER TWO ARRIVAL DAY IS SUNDAY 7 JULY

YOUR LIVING ENVIRONMENT

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

ACCOMMODATION TYPE	CATERED HALLS	SELF-CATERED HALLS (KAIRANGA / ROTARY COURTS)	ATAWHAI SINGLE UNITS / TARARUA / RUAHINE FLATS
BEDROOM 	1x King single or single bed and mattress	1x King single or single bed and mattress	1x King single or single bed and mattress
	1x set of bedding (sheets x2, pillowcase x2, mattress protector)	1x set of bedding (sheets x2, pillowcase x2, mattress protector)	1x set of bedding (sheets x2, pillowcase x2, mattress protector)
	1x desk	1x desk	1x desk
	1x chair	1x chair	1x chair
	1x rubbish bin	1x rubbish bin	1x rubbish bin
	Wardrobe and storage cupboards and/or drawers	Wardrobe and storage cupboards and/or drawers	Wardrobe and storage cupboards and/or drawers
	Bookcase or shelves	Bookcase or shelves	Bookcase or shelves
	Lockable door	Lockable door	Lockable door
	Carpet	Carpet	Carpet
	Curtains	Curtains	Curtains
	Lighting	Lighting	Lighting
	Electrical outlets	Electrical outlets	Electrical outlets
	Crockery and cutlery starter pack (<i>dinner plate, side plate, cereal bowl, coffee mug, water tumbler and knife, fork, spoon and teaspoon</i>)		

ACCOMMODATION TYPE	CATERED HALLS	SELF-CATERED HALLS (KAIRANGA / ROTARY COURTS)	ATAWHAI SINGLE UNITS / TARARUA / RUAHINE FLATS
BATHROOM 	Gender neutral or single sex bathroom and toilet facilities in each floor/pod/wing	Gender neutral or single sex bathroom and toilet facilities in each pod	Gender neutral or single sex bathroom and toilet facilities in each flat
	Bathrooms are generally equipped with shower cubicles with lockable doors; though in older style buildings designated as single sex Halls (Bindaloe and Craiglockhart) showers have curtained cubicles for privacy.	Bathrooms are generally equipped with shower cubicles with lockable doors	Bathrooms are generally equipped with shower cubicles with lockable doors
KITCHEN / KITCHENETTE 	Each Hall has kitchen facilities for making lunches and light snacks	Self-catered Halls have full kitchen facilities for residents to prepare their own meals	Flats have full kitchen facilities for residents to prepare their own meals
LIVING ROOM / SOCIAL HUB 	Each hall has common room lounge area. All common rooms for larger halls are equipped with a television, and SKY TV is provided as part of the tariff (certain channels only)	Each hall has common room lounge area. All common rooms for larger halls are equipped with a television, and SKY TV is provided as part of the tariff (certain channels only)	Each hall has common room lounge area. All common rooms for larger halls are equipped with a television. Tararua and Ruahine have Freeview only / Atawhai 1-13; Atawhai 14-25 Private flats have SKY TV available in Atawhai Common Room

All rooms have access to wifi services through Inspirenet. Choose a plan that works for you.

ITEMS TO BRING WITH YOU

You will need to bring with you, or purchase the following items:

- » Toiletries & Toiletry bag
- » Clothes hangers
- » Bedding & towels (you can purchase a bedding & towel pack on arrival if you wish)

PERSONAL FRIDGES

If you don't want to share the communal fridge, you can bring your own bar fridge, no larger than 45L, and please bring a waterproof mat to place it on.

DECORATING YOUR ROOM

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



MOVING IN

CHECKING IN

When you arrive on campus, follow the signage to the Residential Services Office.



You will be given your key and access fob by our Residential Services Team, who will check your details and check that your account is up to date.



You will receive details of your room, the meal collection process, car parking, internet, maintenance requests and a room inventory check list. This inventory check list must be completed and returned within 24 hours of your arrival



A Residential Assistant (RA) will show you to your room and let you get settled in.



There is a free bus service for students should you need to get into town. Simply scan your Student ID card on the bus



Pre-Orientation and Orientation events will take place throughout the week. We encourage you to enjoy the opportunities to meet new friends. Find out about it from the posters and Massey App.

MOVING OUT

Prior to moving out, you will be sent an email from Campus Living explaining that your contract is coming to an end and the process you need to follow to ensure that everything is squared off when you leave.

Looking to move out early? Please take note:

You have signed a fixed term accommodation contract, this means that a release from this contract will only be approved under exceptional circumstances such as withdrawing from study at Massey University, or other reasons that require compassionate consideration.

If you would like to be considered for a release you need to complete a Release of Contract Application Form which can be collected from the Accommodation Services office.

The Release of Contract Committee meets weekly to discuss applications. Please wait to receive their decision before making alternative living arrangements - your application may not be approved.

Due to special conditions around Vet and Aviation courses, there is an exemption option for early release for students in these courses, as follows:

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

Aviation students are required to apply for a ROC no later than three weeks prior to the end of Semester One if you have signed a full year agreement and no longer wish to stay for semester two. An email will be sent in May to request these students indicate their intentions for Semester Two.



CATERED HALLS

YOUR MEAL PLANS

Massey Halls are able to offer our residents in the catered Halls the choice of two different meal plans that are designed to fit around lifestyle, study schedule and budget.

Meal plans are loaded onto your student ID card which will provide you with a quick and convenient way to access your meals throughout the day.

Eating in the dining hall not only meets your nutritional needs but also encourages social interaction amongst hall residents, both of which are important aspects of coming to university. Every 24 hours your meal balance is refreshed.

Using your ID card, meals and snacks can be obtained throughout the day as and when you want them; however we encourage you to plan your day well so that you are utilising your maximum credit on meals.

MEAL PLANS

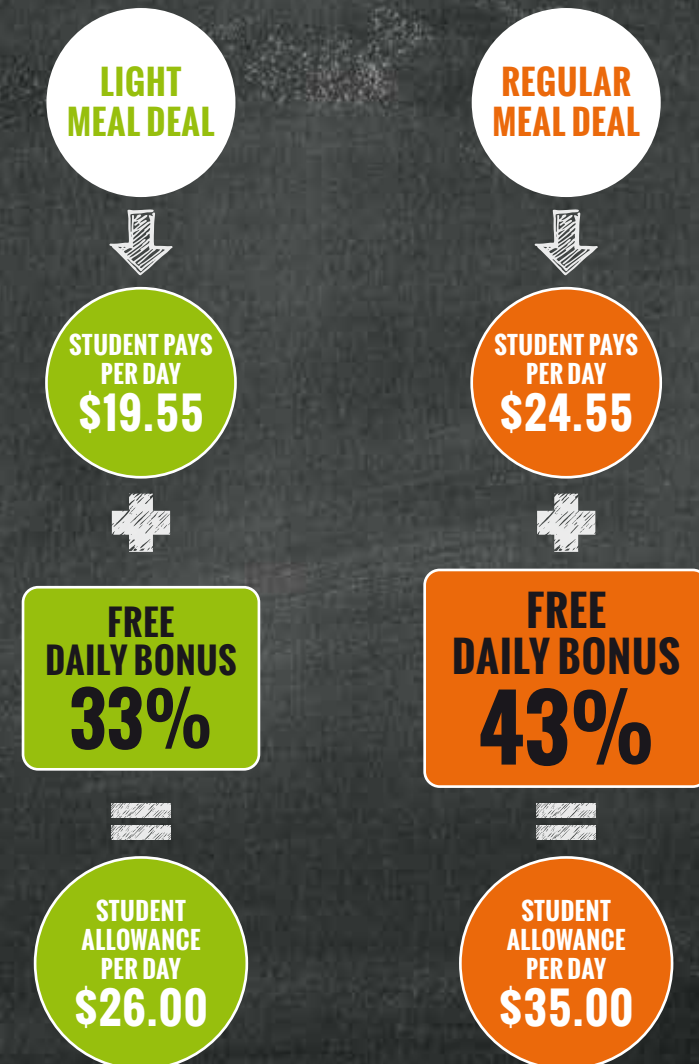
- Light = 2 meal a day
- Regular = 3 meals a day

MEAL PLAN CHANGES

Meal plans can be changed within the first three weeks of the semester only to ensure that you are choosing the right plan to suit your needs. Please see the customer services reception if you wish to do this.

MASSEY MEAL DEALS FOR YOU

GET A DAILY BONUS WITH EACH MEAL DEAL.
PUT MORE IN, GET MORE OUT.



NOTE: DAILY SPEND IS NOT ACCUMULATIVE



YOUR COMMUNITY

YOUR NEW HOME

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

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

YOU WILL PLAY AN IMPORTANT ROLE IN YOUR COMMUNITY THROUGH:

RESPECT

Our actions and attitudes have a tremendous effect on others - so keep them positive!

TOLERANCE

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

We encourage a community where differences are valued.

SUPPORT

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

INVOLVEMENT

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



LIVING TOGETHER

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



LEARN PEOPLE'S NAMES,
IT MAKES THEM FEEL SPECIAL



RESPECT PEOPLE'S PERSONAL SPACE,
THEY WILL DO THE SAME FOR YOU.



CLEAN UP AFTER YOURSELF
IN COMMON AREAS, A CLEAN
ENVIRONMENT GOES A LONG WAY.



BE MINDFUL WHEN COOKING AND
PREPARING FOOD, WE ALL HAVE
DIFFERENT TASTES.



THINK OF OTHERS BEFORE MAKING A
LOT OF NOISE, WHILST YOU MAY HAVE
A DAY OFF, SOMEONE MAY HAVE AN
ASSIGNMENT TO COMPLETE.

IF YOU HAVE ANY ISSUES OR CONCERNS PLEASE CONTACT YOUR RA.

COMMUNICATING

FACEBOOK

We communicate mostly via our facebook group Massey Manawatū Halls of Residence <https://www.facebook.com/MasseyManawatuHalls/>.

EMAIL

We also use your email address so it's worth checking it regularly.

TELEPHONE

You will also receive calls from us now and again so make sure we have your up to date mobile number.

HALL AND APARTMENT GATHERINGS

Each month your hall/apartment community will come together for a catch-up and activity. We highly recommend you attend if you don't want to miss out on what's happening.

NEWSLETTER

We have our very own Massey Manawatū Halls Newsletter which you will be sent to you via email and on Facebook each month, keeping you up to date.

LIVING AGREEMENTS

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

Your RAs will facilitate this once you move in.

COMMUNITY LIVING EXPECTATIONS WILL INCLUDE:

- Sharing the kitchen and bathrooms
- Food
- Cleaning and cleanliness
- Rubbish and recycling



YOUR WELLBEING

Your wellbeing is important to us, so do let us know if you become ill, have an accident or have any medical issues, so that we can put the support in place.

We are aware that university life may trigger feelings of anxiety, frustration, or distress. Being involved in your community can help you overcome some of these feelings.

We encourage you to talk to your RA about the support available to you.

Massey University has a great team of counsellors and advisers to help you thrive in your daily life.



EVENTS AND ACTIVITIES

The Accommodation Services Team in conjunction with other Campus Life Services organises a variety of events and activities throughout the year which have a focus on community, academic, well-being, life skills and cultural diversity.

Various activities on campus and off campus include:

- Craft workshops
- Movie nights
- Quiz nights
- Themed Dinners
- Themed Nights
- Sports Days
- Hall Specific Activities
- Hall Competitions
- Charity Events
- Academic Support Workshops
- Wellbeing Workshops



YOUR FACILITIES

ACCOMMODATION FACILITIES

- Computer Labs
- Laundry
- Common Rooms with sofas, Sky TV, Board Games on Request.
- Casual dining areas with tables and chairs
- Storage facilities
- Outdoor area with access to BBQs
- A Music and Performance Room is available and can be booked at the Accommodation Services Office at the Student Centre, Level 2

CAR PARKING

Car parking is available for halls students in various locations at a cost of \$120 per semester. If you would like to arrange this, please contact Security and Traffic. <https://www.massey.ac.nz/massey/student-life/operations-and-security/halls-of-residence-car-parking.cfm>.

BICYCLE STORAGE

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

DINING HALL

If you are on a meal plan, your meals are in the dining hall situated on the concourse.

SMOKING AREA

Our campus is smoke free. Please help us keep it that way. We want everyone to enjoy a clean healthy environment. If you do smoke on campus (aside from in a temporary smoking shelter) you could face disciplinary action.

If you are a smoker and want to quit smoking, our RAs can guide you to services which can help.

INTERNET

We use Inspirenet to provide our Internet throughout the Massey Halls and it is available at an additional cost.

MAINTENANCE

If you notice any damage or something that needs repairing, please report it immediately via the online portal <https://portal.clv.co.nz/starrezportal>

MAIL

All mail and parcels are delivered to the Residential Services Office. Collected mail will be placed by surname in the mail boxes provided in your hall.

VACUUMS, IRONS AND IRONING BOARDS

Halls of Residence

These items are available for use in your hall or flat. Please contact your RA for assistance if required.

LOCK OUTS, KEYS AND ACCESS FOBS

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

LOCKOUTS DURING OFFICE HOURS

Monday - Friday 9am-5pm

06 350 5056

LOCKOUTS AFTER HOURS

Monday - Friday after 5pm and before 9am

Saturday - Sunday all day

027 246 2316

ON CAMPUS SERVICES

MASSEY UNIVERSITY STUDENTS' ASSOCIATION (MUSA)

MUSA is your independent Student's Association. We are run by students for students and aim to ensure that you have the best time possible at University. MUSA provides a range of services such as:

- Administering the Student Hardship Fund
- Advocacy support
- Campus Life Activities
- Clubs, Societies and Cultural Groups
- Off-campus Accommodation
- Radio Control

The MUSA Advocacy service is here to support students to overcome academic or welfare challenges big or small which may arise during the tertiary journey

Location: **Student Centre Level 2** Telephone: **06 356 9099 xtn 86180**

CAMPUS INFORMATION SERVICES

MŌHIOHIO

Assist students with a range of enquiries such as:

- Enrolment
- Fee enquiries and payments
- General enquiries
- Scholarships
- Study link
- Timetables

Location: **Registry Building, Level 2** Telephone: **06 356 9099 xtn 84000**

CAREERS AND EMPLOYABILITY SERVICE

ĀRAHI UMANGA

Our on campus careers and employability advisor can assist you with:

- Career planning
- Career Hub
- CV and interview advice
- Employability and job options
- Exploring career options

Location: **Registry Building, Level 2** Telephone: **06 356 9099 xtn 83661**

CHAPLAINCY

MINITA WHAKAPONO

Our chaplaincy team can assist you with:

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

Location: **The Centre** Telephone: **06 350 5597**

CENTRE FOR TEACHING AND LEARNING CENTRE

The Centre for Teaching and Learning provides assistance to all students seeking to further develop their learning and writing skills and can offer a wide range of academic assistance such as:

- Consultation and assignment guidance
- Online workshops throughout the year to assist study available via the website

Location: **Library and Student Centre, Level 2** Telephone: **06 356 9099 xtn 83540**

DISABILITY SERVICES

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

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

Location: **Student Centre Level 2** Telephone: **06 356 9099 xtn 83215**

FOOD OUTLETS

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

STreat and TrEat – Dining Hall, Concourse

Must Have Coffee (MHC) - Library

Wharerata – University Avenue

HEALTH AND COUNSELLING CENTRE

TE WHARE HAUORA & ĀWHINA

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

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

Location: **Registry Building Level 1** Telephone: **06 356 9099 xtn 85533**

INTERNATIONAL STUDENT SUPPORT

TAUTOKO TAUIRA MANENE

From pre-arrival through to departure we have a team to support all our international students. They can assist with:

- Admission and enrolment
- Medical and travel insurance
- Graduate work visa applications
- Pastoral care support
- International student orientation, events, activities and seminars
- Student visas

Location: **Registry Building Level 2** Telephone: **06 356 9099 xtn 84787**

RECREATION CENTRE

TE WHARE TAPERE

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

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

Location: **Recreation Centre** Telephone: **06 350 5080**

MASSEY SECURITY & TRAFFIC, COMMUNITY CONSTABLE

- Car Parking
- Lost property

Location: **Security and Traffic Building, Colombo Road**
Telephone: **06 356 9099 xtn 82288**

✓ YOUR RESPONSIBILITIES

ABSENCE

We recommend that you notify your RA when you are planning to be away from the hall for a number of days. This helps us to keep you safe as we know where to find you in an emergency.

ACCOMMODATION FEES

You are required to pay accommodation fees for the full period of your Residential Agreement. If for some reason you fall behind on your accommodation fees please discuss this with Residential Services as soon as possible.

CHANGE OF MEAL PLAN

If you wish to change your meal plan then you must do so within the first 3 weeks of each semester, giving 1 week's notice. You can organise this through Residential Services.

CHANGE OF ROOMS

If you wish to change your room, please speak to the accommodation team. If your request is approved you may be required to pay a change of room fee.

COMPLAINTS

If you wish to submit a complaint please do so in writing to the Head of Halls.

ELECTRICAL SAFETY

Your safety is important to us so all personal electrical appliances must be tested.

Massey Halls Team hold drop-in sessions within the first two weeks of each semester for your electrical items to be tested and tagged. Items that have not been electrically tested and tagged will be confiscated.

GUESTS

All guests must be signed in.

You are fully responsible for the behaviours of your guests during their stay. It is your responsibility to inform your guest of the community standards and behaviour code, as you will be liable for any breaches. You may invite a guest to stay over for a maximum of two nights per month.

RELEASE OF CONTRACT

Only in exceptional circumstances can you apply to be released from your contract. The contract is a legal binding document which means you are liable for your fees until the end of contract date.

Release of Applications and further information about the process can be collected from the Accommodation office.

RIGHT OF ENTRY

The Massey Halls Team, CLV staff and contractors have the right to enter your room, apartment or studio at any time for the following reasons:

- If there is an emergency or there is reason to believe that someone is in clear or imminent danger
- If there has been a fire alarm activation
- If there could be a possible breach of the community standards and behaviour code

- If there is a requirement for maintenance
- For the purpose of routine inspections

SOCIAL GATHERINGS

For the safety and comfort of all residents, private parties are not permitted in the Halls or communal areas at any time. Noise and numbers of people in a room at one time will be monitored by Massey Halls Staff and/or Massey Security as required.



⊗ DISCIPLINARY

DISCIPLINARY PROCEDURES

When an incident occurs within Massey Halls involving residents, the residential staff will lodge a report with the residential halls managers. Residents involved will be contacted for a meeting. After investigation, if accommodation rules and regulations have been breached or the incident involves criminal acts, further disciplinary action may be taken.

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

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

DISCIPLINARY PROCESS

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

The discipline systems include:

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

SANCTIONS

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

- Verbal warnings;
- Written warnings;
- Imposition of community service;
- Fines;

- Confiscation of items;
- Retraction of privileges, such as no guests permitted;
- Trespass notices;
- Behaviour contracts
- Suspension from Massey Halls; and
- Eviction.

EVICTION

Eviction occurs in rare circumstances, and as a last resort. Residents are normally given 24 hours to vacate the premises; however, in extreme circumstances removal from Massey Halls may be immediate. Evicted residents must return their keys to staff and they may be trespassed, depending on the circumstances. Evicted residents remain liable for their Accommodation fees up to the date the adjudicator sets for the termination date, to a maximum of 10 weeks.

URGENCY PROVISIONS

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

COLLECTIVE RESPONSIBILITY

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

APPEALS

If you want to appeal a sanction, you can do so within 5 working days in writing to the Student Life Services Manager.

COMMUNITY RULES

This Code is consistent with the Massey University Code of Student Conduct and by signing this Agreement you agree to adhere to this Code.

COMMUNITY STANDARDS

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

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

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.

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

ABUSIVE OR THREATENING BEHAVIOUR

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

ALCOHOL CONSUMPTION

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

- Alcohol can only be consumed in the following designated areas: Common rooms of Halls that are not alcohol free (i.e., Totorā, Miro, Matai, Tawa, Craig-Lockhart, Bindaloe, Kiwitea, Atawhai, The Courts, Ruahine, Tararua) (“Designated Areas”);
- Alcohol-free halls include McHardy, Colombo and Walter Dyer. No alcohol is to be consumed or stored within these halls;

- Open vessels/drinks are not permitted outside of the designated areas such as bedrooms, bathrooms, hallways, and external grounds;
- Alcohol can only be consumed during the permitted hours of Thursday - Saturday 7pm – 10pm.
- The following alcohol is permitted; beer, cider, wine (excluding cask) and Ready to Drink (“RTD”), and must always be in its original container; and
- All other alcohol is not permitted, including but not limited to spirits i.e. vodka, gin, whisky;
- Large volumes of alcohol such as kegs, mini tankers, crates are also not permitted;
- Home brew kits or other methods of producing alcohol are not permitted;
- No glass bottles, except for wine;
- Massey Halls Staff and Security reserve the right to confiscate or request residents to dispose of alcohol if they have concerns about the resident’s safety or wellbeing, or the effect of the drinking behaviour on the safety and wellbeing of others.
- Residents consuming alcohol must consider the needs of other residents. Behaviour resulting from the over consumption of alcohol that disturbs the peace and/or privacy of others will result in disciplinary action;
- Consumption of alcohol during study and exam times is not permitted and these times will be advised to all residents each semester;
- Residential staff reserve the right to refer any resident with a pattern of excessive alcohol consumption to Student Health Services at Massey University, and/ or, the resident’s

parents or guardians may be contacted if there is a concern about the safety and wellbeing of the resident;

- Intoxicated guests or visitors are not permitted within Massey Halls and will be asked to leave;
- Massey Halls staff reserve the right to confiscate and destroy any alcohol being consumed outside of the Permitted Hours and/or the Designated Areas;
- Residents, aged under 18 years, are not permitted to consume alcohol under any circumstances;
- Any resident who purchases alcohol for any other resident aged under 18 will face disciplinary action and may be referred to the Police; and
- No recreational or illegal drugs will be allowed under any circumstances.

CLEANING AND CLEANLINESS

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

CRIMINAL OFFENCES AND CHARGES

Any offences that are criminal in nature may be referred to the Police. The possession of weapons or firearms by residents or their guests within the Accommodation is forbidden.

Any resident convicted of an offence or facing criminal charges must advise the Head of Halls. If the charges are serious, this may affect the resident’s eligibility to live in Massey Halls.

DAMAGE AND VANDALISM

The costs for any damage to property caused intentionally or as a result of a resident's or residents' [or their guest(s)] reckless behavior, will be charged to those responsible and they will be subject to disciplinary action. Where an individual or group of residents do not claim responsibility for damage within or in the immediate surroundings of Massey Halls, or cannot be identified through investigation, the cost of repair (restitution) will be borne by the residents of the Hall/s concerned (see collective responsibility).

DANGEROUS AND HAZARDOUS SUBSTANCES

Residents are not permitted to have or use hazardous substances such as chemicals, spray paints, butane lighters, or fluid solvents within Massey Halls. Damage caused by paint, glue or varnish to any carpet, floor on any area within Massey Halls will be charged to the resident concerned, or where the resident responsible cannot be identified, in accordance with section 2 below.

FIRE SAFETY

Candles, incense and oil burners are not allowed in the rooms, apartments or studio units for fire safety reasons. Fireworks and firecrackers are not permitted on university grounds or in Massey Halls.

The unwarranted discharge of, or tampering with, a fire extinguisher, fire hose or fire detector is a serious offence and can result in serious harm.

Any resident or their guest(s) found to be tampering with fire extinguishers, hoses, detectors (sprinklers, smoke and heat) or doors will face instant fines, and will have to pay costs for any damage caused, Fire Service callout fees, and may face criminal proceedings.

- i. Ensure when cooking that you are using the cooking appliances correctly and always attend to your cooking.
- ii. Fire Service call-outs are very expensive at up to \$1500 per call-out and resetting of the system. In addition, a fine of up to \$350 may be incurred.

GRAFFITI, TAGGING, POSTERS AND FLYERS

Residents must not display posters or advertising in common areas in Massey Halls or on any university property without the express consent of residential staff or the Campus Registrar's office.

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

GUESTS AND VISITORS

All guests and visitors must be signed in and are the responsibility of the resident that invited them.

It is important for the security of Halls buildings and the general safety of residents that doors and access ways into the Massey Halls are kept closed



and free from obstruction at all times. Tampering with, propping open or obstructing doors and access ways will result in disciplinary action.

HARASSMENT AND BULLYING

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. Please report any harassment issue to the Massey Halls staff.

Bullying is deemed to be deliberate and hurtful behaviour that is usually repeated, which, occurs when one person tries to use power inappropriately over others. Bullying is not tolerated and will not be permitted in Massey Halls.

INITIATION CEREMONIES, HAZING AND PRANKS

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

NOISE

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

Appropriate levels of noise and numbers of people in a room at one

time will be monitored by Massey Halls Staff and/or Massey Security as required.

Residents must not cause excessive or unreasonable noise after 10pm each night.

PORNOGRAPHY AND INDECENT EXPOSURE

Any material that is pornographic is not permitted within the shared areas of Massey Halls or in your room if visible to others. This includes materials such as posters, videos, DVDs that are gratuitous or explicitly sexual in nature or material that is offensive.

Indecent exposure is a criminal offence and will be subject to disciplinary action and/or referred to the Campus Constable. Intoxication is not an excuse for indecent exposure. Urinating in public will be dealt with as an act of indecent exposure.

RACISM AND DISCRIMINATION

Racism and/or discrimination of any form is not permitted in Massey Halls.

RIGHT OF ENTRY

Massey Halls staff, Security staff, CLV and contractors have the right to enter your room, apartment or studio unit at any time for any of the following reasons;

- if there is an emergency or there is a reason to believe that someone is in clear or imminent danger
- If there could be a possible breach of the rules by you or a guest

- if there is a requirement for maintenance; or
- for the purpose of our routine room inspections You will receive adequate notice by Accommodation Staff before an inspection is made.

SMOKING

Massey University campuses are smoke free. Temporary smoking shelters are available for those that choose to smoke. Smoking outside of these shelters will be subject to disciplinary action.

SOCIAL GATHERINGS

Private parties are not permitted in Massey Halls or communal areas at any time.

UNAUTHORISED AREAS

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





EMERGENCY PROCEDURES

FIRE ALARMS AND EVACUATION PROCEDURES

Please do familiarise yourself with the first safety information displayed around Te Ohanga and know your exit routes, in the event of an emergency.



FIRE EVACUATION

If the fire alarm sounds, you must evacuate the building immediately and proceed to your Hall's assembly point.

Ensure you follow all instructions from your Fire Wardens, who will be wearing orange or yellow vests.



INFORMATION FOR THE 111 CALL

Dial 111

Ask for the fire service

Tell them what is happening (e.g. Alarm going off, smell of smoke, actual fire or suspected false alarm)

Tell them the location of your building and await their arrival.

False alarms resulting in an evacuation of a building will attract a charge from the fire service and for the resetting of the alarm system. Charges of up to \$2000 will be charged to those responsible for setting off the alarm.

FALSE ALARMS

False alarms resulting in an evacuation of a building may result in a fine which will include the cost of resetting the alarm system. This sum of fines and resetting fees can cost close to \$500.

FIRE PREVENTION

- Open flame candles or burning incense in your room, are PROHIBITED
- Never leave your cooking unattended
- Ensure you have read the cooking instructions before using the microwave
- Always report unsafe wiring on electrical equipment
- Ensure your electrical equipment has been tested and tagged
- Do not place any items on the heaters
- Keep your hallways and stairwells clear at all times
- Smoking is only permitted in the temporary smoking shelter

MEDICAL / PSYCHOLOGICAL

You must notify the Accommodation Team if you or another resident has or is experiencing a medical emergency. If the emergency is of a serious nature, phone an ambulance on 111. If you are unsure of what action to take contact a staff member immediately so that the situation can be assessed.



SECURITY

You are discouraged from bringing valuable items with you as we cannot take responsibility for keeping them safe.

Please do not leave valuables such as laptops, wallets, mobile phones, passports, etc in view of your windows.





KEY CONTACTS

USEFUL TELEPHONE NUMBERS/ KEY INFORMATION AND CONTACTS

MASSEY MANAWATŪ HALLS

OFFICE HOURS

Accommodation Services	06 951 7163
Residential Services	06 951 6300
Catering Services	06 356 8214

OUT OF OFFICE HOURS

Duty RA	027 246 2316
Security	06 350 5030

ADDRESS

Your new address for
general mail is:

(Hall Name)

Massey Manawatu Halls
Massey University
Private Bag 11-222
Palmerston North 4442
New Zealand

For Atawhai Residents:
(Number of your Unit)

Keiller Place
Palmerston North 4442
New Zealand

Your new address for
courier mail is:

(Your Hall Name)

c/o The Residential
Services Office
Cnr University Avenue
and Rehab Rd
Massey University
Palmerston North
New Zealand



NATIONAL HELP LINES

LIFE LINE

0800 543 354 (24 HOURS A DAY)

SUICIDE CRISIS HELPLINE

0508 828 865 (24 HOURS A DAY)

YOUTH SERVICES

06 3555 906

YOUTHLINE

0800 376 633

WHATSUP

0800 942 87 87

DEPRESSION HELP LINE

0800 111 757 (24 HOURS A DAY)

RAINBOW YOUTH

09 376 4155

