



**Massey University**

**MUSA**

**clv**

**SPOTLESS**

# Accommodation Handbook 2009

## PLEASE READ ME!



Te Kunenga  
ki Pūrehuroa

## **Vision and Mission Statement**

### **VISION**

Massey 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 Halls aim 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.

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# Section One: WELCOME to MASSEY UNIVERSITY

## 1.1 Greetings



**Jason Auva'a**  
**Halls Community**  
**Manager**

Welcome to Massey University Halls.

The Halls offer you the opportunity to live as part of a student community and make friends with people from around New Zealand and the world. You will meet many people, from a variety of backgrounds and with a diverse range of interests, so make the most of this opportunity to expand your own personal horizons. Naturally, this will require you to show consideration and understanding and to be committed to, and positive about, our Halls.

Experience suggests that the key to having an enjoyable time in university accommodation is to participate in all that is available and to make a big effort early on to get to know fellow residents and the Residential Advisors (RAs) who are assigned to your Hall.

Our main aim is to facilitate a community environment which is conducive to academic studies and which provides positive social and personal development experiences. To achieve this aim, we provide a great activities programme for residents which features a variety of social, sporting, cultural and personal development activities.

Our secondary aim is to maintain acceptable standards of behaviour so that the first aim can be realised. We also encourage the sustainable use of our resources. The little things that you do will make a huge difference

like switching off your room light when you are not in your room. It all helps towards conserving our limited resources. All Halls residents must read, understand and agree to live by the rules and regulations incorporated in this Handbook. The Halls rules and regulations have been developed to ensure life in the Halls is a positive experience for all residents. **Please make sure that you pay particular attention to the sections highlighted in bold in the contents pages.**

So get out there and get involved in the Halls activities in 2009 and don't let your studies get in the way of your education!



**Matt Poucher**  
**MUSA President**

Welcome to Massey University Palmerston North.

My name is Matt Poucher, MUSA (Massey University Students' Association) President for 2009, one of the many representatives that will be representing you in the year ahead in all things student orientated.

MUSA is an independent representative body for students at this campus. We provide students with support on any issue you may have, with a particular focus on welfare and education issues. Our priority is to give all students a voice and one way we help you achieve this is by providing you with an advocacy service.

Services we provide include events such as orientation and re-orientation, we publish a weekly magazine called

Chaff and we even run a radio station called Control 99.4FM. We also run a shop on the bottom floor of the Student Centre, these services are run "By Students, For Students." You too can be involved, just come up and see us on the first floor of the Student Centre.

Massey University is striving to be the first carbon neutral university in New Zealand. Please do your part by using the appropriate recycling bins that are provided around campus. Its all of our planet, we must live on it together, so lets keep NZ and our planet clean and green.

**MUSA played an integral part in negotiating your 2009 Halls Accommodation Handbook so please take particular notice of the sections highlighted in bold, as they are of the utmost importance, before signing your Halls Accommodation Contract.**

So, how do you join MUSA?

Congratulations - you're already a member just by being a student at Massey. To find out more about MUSA services please visit our website at [www.musa.org.nz](http://www.musa.org.nz) or come to our offices on concourse.

MUSA - "Your Association - Your Services - Your Voice."



**Mella Chand  
Campus Living  
Residential  
Services  
Manager**

Hello and  
Welcome to the  
Massey

University Halls. I am sure that 2009 is going to be a great year to be staying in the Halls of Residence.

I lead the Campus Living staff who work here at Massey University in Palmerston North. Our very experienced team work together with Massey University to provide you with a comfortable and safe environment to live in.

My administration staff and I are all based in the Residential Services Office (RSO) and we look forward to meeting you during the year, and helping you with any residential needs you may have. Please don't hesitate to come in and see us however small your query may seem, as we are here to help you. Another very important part of my team are the cleaners and maintenance staff, I am sure you will enjoy getting to know them, as they are working in your Halls, as well as our other staff. We are all here to help make your stay an enjoyable experience.

Feedback is important to us - and in fact a lot of our current systems and processes result from student feedback, and feedback from Massey University. Sometimes things don't always go to plan for us, for a variety of reasons, so please let us know if we can improve something to make your stay more comfortable.

In 2009 we at Campus Living will have a focus towards contributing to a "sustainable future". When we make decisions, we will be using a

decision making model that addresses environmental, social and financial aspects at all times – we encourage each of you to do likewise.

Remember “sustainability” is about ensuring a better quality of life for everyone, now and in the future. We would appreciate your co-operation.

**Please remember - everything in this Handbook is very important, and make sure you have read all the sections highlighted in bold in the Table of Contents, as they specifically apply to you.**

Enjoy your stay with us, best wishes for your studies in 2009, and once again welcome to the Halls.



**Alan Shannon**  
**Spotless**  
**Services**  
**Food Services**  
**Director**

Spotless are delighted to be providing the food services to Massey Palmerston North in 2009.

The new Student Centre allows us to deliver an innovative food service to our residential students in the form of a food court style set-up with a range of outlets with daily changing menus.

We are particularly mindful that residential students need nutritious meals that allow plenty of choice to accommodate personal preference. The cultural diversity of New Zealand is also reflected in the menus at each outlet, with a choice of ethnic dishes,

vegetarian, healthy and traditional Kiwi offerings. There will also be regular theme nights throughout the semester to add some more fun to the dining experience.

There will be some flexibility as to when students can take their meal, for example if you can't make dinner you will be able to eat or collect your meal at lunchtime instead. Your student ID Smart Card will be loaded into our 'Quest' Meal Plan Technology - all you need to do is swipe and go! This also allows you to use your Smart Card when 'swapping' your evening meal to lunchtime. You will also be able to use this for additional purchases which will then be added to your account.

As a company, Spotless looks to align ourselves with our suppliers and customers who are taking on board the various environmental impacts and how their products / production affects our environment.

All in all it's shaping up to be a very exciting year for food at Massey and we are looking forward to it.

## 1.2 Introduction

Life on campus is great! By living in the Halls you will not only make life long friends, but you will also become familiar with the resources around campus and feel a part of university life. Massey University, Palmerston North, offers a wide range of on-campus Halls, catering for over 900 students of diverse ages, programmes of study, and cultural backgrounds.

We find that people who have a positive first year experience stick to their studies and have greater success in their programme of study. What better way to have a great first year experience than living on campus in the Halls?

You'll be living in a Hall with others of a similar age and interests; you'll get to meet a whole range of new people; there will be lots of events and activities that provide opportunities to socialise; and, you'll be supported if things go wrong.

Living on campus in the Halls is also very safe and secure with a Community Constable on campus and 24-hour security, should you need assistance. Nothing is more than 5 minutes walk away, including lectures, the food court, computer labs, the library, gym and sports facilities, post graduate facilities, assignment drop boxes (some students have even been known to do the last minute assignment dash in their pyjamas!) cafes, medical centre, and shops. The unlimited access, city-wide free bus service is an important connector to the rest of the City and all its attractions.

At Massey Palmerston North, the majority of residents are first year students in the Halls, meaning that most

people in the Halls are new to Massey, each year, so you're all in the same boat. But there are also some students who have been in the Halls before and know the ropes. While you live in the Halls, you'll make friends and learn the skills for going flatting later, making life on campus the best start to university studies and independent living.

## 1.3 How to use this handbook

This handbook is designed to provide information about Halls life on the Turitea Campus. Take the time to read this handbook - we hope you will find that it answers many of the questions you may have about life in the Halls.

Coming to university is a big step and we know that for many of you this may be your first time away from your families, your home, or even your home country. The information in this book will tell you about what you can expect to find, what we expect from you, and what you can expect from us!

Not only will the handbook be useful now in preparing you for life on campus, we hope it will remain a useful resource throughout the year and that you will refer to it as situations change or develop, and as you become more integrated into Halls life – so keep it safe and refer to it often!

Some specific points that you will need to be aware of are:

- The rules, regulations and policies outlined in this handbook form the basis of the agreement that you are required to sign as a condition of your residency in the Halls. The agreement covers things such as how you will pay your

accommodation fees, expectations about your behaviour and it asks you to let us know if there is any specific welfare or medical issue that we should know about. Don't be surprised when we expect you to pay your accommodation fees on time, and abide by the rules!

- This handbook outlines your rights and responsibilities as a resident as well as the rules, regulations and policies that govern life in the Halls
- The handbook also outlines the rights and responsibilities of Massey University, Campus Living and Spotless Catering Services, in areas such as: providing catering, cleaning, and maintenance services to the Halls community
- **Please ensure that you have paid particular attention to the sections marked in bold in the Table of Contents.**

Feel free to email:

residentlife@massey.ac.nz with any queries regarding the Halls that you may have that are not answered after reading this handbook.

You can also find further information about Student Life by visiting the Massey University Student Services' website: <http://student-services.massey.ac.nz/>

## 1.4 Moving in

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

- Lots of new and exciting experiences await
- There are new demands on you
- You are more responsible for yourself.

Life in the Halls may be different to anything you have known in the past, particularly if you have always lived at home or come from a small town or school.

Some people thrive on things new, but most of us approach such major changes with great hopes, but some secret trepidation – this is natural.

We all tend to think that we are the only ones feeling the way we do, but this is unlikely to be so. Remember, you are not alone!

### 1.4.1 Meeting people and making new friends

You may have friends at Massey from your old school or home town – good; **but** don't ignore the opportunity for new friendships.

You may not know anyone in your Hall. Your Residential Advisor (RA) will be interested in how you are doing, and will be friendly and helpful. People cope differently with emotions, experiences and new situations. Some people may try too hard. They seem loud and confident, and may ask you lots of personal questions or tell you personal things about themselves too soon. Others cope with shyness by hiding away from others in their room. If you want someone to say "Hello", leave your door open. Knock if someone else's door is open and say "Hello". Spend some time in the common areas e.g. kitchen and common room, and talk to others.

Each of you will come to terms with your new life here in different ways and in your own time. Even when you are more confident there will be things that will

crop up from time to time that you need to talk to someone about – that’s what your RAs are there for. If they can’t help you yourselves, they can put you onto those who can – use them.

The following are some reasons to go and see your Residential Advisor (RA)

- Study difficulty
- Course problems
- Inconsiderate neighbour
- Family emergency
- Absence from the Halls
- Feeling ill
- Harassment
- Feeling depressed
- Relationship problems
- Financial worries
- Homesickness
- Suggested improvements
- Complaints in general
- Questions about Halls procedures
- General advice.

The following are some reasons to go and see the Residential Services Office (RSO)

- Collect your mail
- Organise a parking permit
- Get information on organising a phone or data connection
- Maintenance or cleaning issues
- Accommodation fee payment issues.

The following are some reasons to go and see the Food Services Director at Spotless Catering Services Ltd.

- Dietary needs
- Food suggestions or comments.

Remember – your Hall is your home away from home; **you are** the Halls and we are here for you.

## 1.5 Your bedroom

Your bedroom is your sanctuary. It is your place to call home, to make your own, to sleep, study, and socialise. You can expect your bedroom to be safe, secure, clean, comfortable, and functional.

All bedrooms in the Halls are furnished and equipped with the basic requirements for sleep, study and storage of your personal belongings. All bedrooms are provided with individual door locks, are carpeted, and have curtains, heating, lighting and electrical outlets, and a computer port. To activate internet services, you will need to provide your own computer and also to take out a contract with an internet provider. Talk to the staff at the Residential Services Office for more information. Depending on the age of the building and the modernity of its décor and fittings, each Hall will differ in terms of the condition, style and size of what is provided in bedrooms and communal areas.

Each bedroom is generally provided with the following:

- 1 x king single or single bed and mattress
- 1 x set of bedding (sheets, pillow case, mattress protector)
- 1 x desk
- 1 x matching chair
- 1 x rubbish bin
- wardrobe and storage cupboards and/or drawers
- bookcase or shelves
- notice board.

**Note: The above list does not include towels, a continental quilt (duvet, or doona) blanket or pillow - residents must supply their own or purchase a bedding package containing a**

**continental quilt, a polar fleece blanket and pillow for \$80.** Bed linen (sheets and pillowcases) can be exchanged weekly at the Residential Services Office (rear storeroom) or the Stables at Moginie.

### **Some general notes:**

- It is your responsibility to keep your bedroom clean and tidy. Our cleaners only access your rooms to clean between periods of residency. Each Hall is supplied with a communal vacuum cleaner for resident use - see your RA to borrow this
- Communal cleaning materials are also supplied
- You should always lock your bedroom door and windows when you are absent
- Your bedroom may be personalised to a limited and reasonable extent with your personal belongings such as posters, photos, pot plants and ornaments. Make your room your own but remember that anything you bring with you will have to be removed at year-end and any damage caused by installing/removing such items will be at your expense
- Certain small electrical appliances such as stereos, alarm clocks, televisions, personal computers and small fridges are permitted in bedrooms. All electrical appliances must be tagged and comply with AS/NZS 3760:2003. See **Electrical Safety** for more details. Note that all fridges in bedrooms must be placed on a waterproof mat to protect the carpet
- Due to personal safety, electrical overloading and noise complaints, electrical items such as toasters, heaters, rice cookers, microwaves, electric blankets, clothes driers, large music amplifiers and home entertainment systems are not

permitted in bedrooms. If you are unsure about any appliance, check with the Residential Services Office first.

More information about your specific Hall will be sent to you or provided when you arrive.

For all Halls, the following will apply to a greater or lesser extent:

### **Bathrooms and Toilets**

- There are either unisex, or single sex bathroom and toilet facilities on each floor/pod/wing
- Bathrooms are generally equipped with shower cubicles with lockable doors; though in the older style buildings designated as single sex Halls (Bindaloe and Craiglockhart) showers have curtained cubicles for privacy. All toilets have lockable doors and sanitary disposal units are provided where appropriate.

### **Common Areas**

- Each Hall has a common room lounge area which varies in size, décor and set up depending on the building. All common rooms for the larger Halls are equipped with a television, and SKY TV is provided as part of the tariff
- Each Hall has kitchen facilities equipped for making lunches and light snacks. Self-catered Halls have full kitchen facilities provided for residents to prepare their own meals.

## **Section Two: EVERYTHING YOU NEED TO KNOW**

### **A-Z Information, Rules, Regulations & Helpful Hints**

#### **A**

##### **Absence (Temporary) from the Halls**

If you are going to be away from the Halls for longer than one night, you need to advise one of the following and fill out an intention form:

- Your RA
- Halls Community Group (Te Whare Herenga - YFC Building).

This is to ensure that if an emergency evacuation occurs, staff are able to account for all residents. It is also so that the Halls Community Group knows your whereabouts, or how you can be contacted if you go away (for example in case of a family emergency). This is particularly important for international students, where under the “Code of Practice for the Pastoral Care of International Students” the university is required to be informed of students’ whereabouts. For the semester breaks, we will send you a form asking you to let us know your intentions. Apart from those times, it is up to you to come in and let us know if you are going to be away for more than one night.

No refunds of accommodation fees for accommodation are given for temporary absences; however residents may be eligible for a \$100 rebate if you leave your accommodation at least seven days prior to the end of each semester (see Fees Rebate).

##### **Abusive or Threatening Behaviour**

All residents and staff have the right to expect a safe and peaceful living, work, and study environment in the Halls. Any behaviour considered to be threatening or abusive will not be tolerated, and may result in the resident(s) facing disciplinary action.

##### **Access to Unauthorised Areas**

For your own safety, residents are not permitted on any roofs or ledges, or to use windows for access or egress. This is for your safety as residents have been injured in the past.

##### **Accommodation Fees**

You need to pay accommodation fees for your room for the period of your residency. Generally this will be for a full academic year or an alternative fixed term which will be specified.

The accommodation fees include single room accommodation, chosen meal plan, weekly bed linen change, general cleaning of common areas, free use of laundry facilities provided, and standard maintenance.

The pricing schedule is calculated on a number of factors including the size of rooms and the age of the Hall. The regulations, level of pastoral care, and access to university facilities are near identical, and the same level of support is provided throughout.

An activity fee is included in the overall Accommodation Fees.

Accommodation fees are paid in advance, however there are options on how you can pay your accommodation:

- Full year fees paid by 2 February 2009 will attract a discount

- Semester 1 fees paid in full by 2 February 2009, and Semester 2 fees paid in full by 1 July 2009 will attract a discount
- A lump sum payment payable by 2 February 2009 and a weekly direct debit from a NZ bank account or credit card (no discount applies). In exceptional circumstances where a student would find it difficult to provide an “up-front” lump sum payment, Campus Living will work with the student to determine an alternative arrangement.  
If for some reason you fall behind in your accommodation fees, please discuss the matter with Campus Living immediately so that

alternative arrangements can be discussed and explored. Where no alternative arrangement is made Campus Living may commence debt collection procedures, and non-payment of the account may result in a student being “canned” and their contract being terminated.

The following financial penalties will accrue on unpaid accounts from contract termination:

- Final date plus 21 days – 5% of the unpaid balance
- Final date plus 28 days – an additional 5% of the accrued unpaid balance.

Unpaid accounts will be referred to a debt collection agency and residents

### Catered Halls

Halls	Room Rate and Dinner only	Room Rate and Breakfast and Dinner <small>This includes a full brunch in place of breakfasts on weekends.</small>
Matai, Miro, Tawa, Totara	\$236 pw	\$271 pw
McHardy (alcohol free)	\$226 pw	\$261 pw
Colombo, Mognie and Walter Dyer	\$202.50 pw	\$237.50 pw
City and Egmont Courts	\$183 pw	\$218 pw
Bindaloe, Craiglockhart, and Kiwitea	\$166.50 pw	\$201.50 pw

### Self-Catered Halls and Units

	Room Rate
Atawhai Village (single), Kairanga Court, Rotary Court, Ruahine, Tararua	\$130 pw
Atawhai Village (couples/family units)	\$180 pw (plus electricity)

Note: Meal plans can also be purchased from the RSO: Dinner only is \$71 per week and Breakfast and Dinner is \$106 per week.

should be aware that this may result in a blemish on their credit record. Charges incurred for the Debt Collection Agency will be passed on to the student concerned to pay in addition to their arrears (these charges will be the actual collection fees charged by the debt collection agency).

### **Statements/Accounts**

If you require a statement at any time, call in to the Residential Services Office and they will be able to print one for you. Invoices are not usually sent out unless specifically requested.

### **Adjudication**

All recommendations for termination of your Residential Halls Agreement by the Halls Community Group will be submitted to an independent adjudicator.

Information on the adjudication process, and the Terms of Reference are available on request from the Halls Community Group. The Halls Community Group staff or MUSA representatives can provide advice to residents.

### **Alcohol**

The Halls encourage safe drinking practices and host responsibility. For most residents the combination of the first year experience, a new social scene, the freedom of living away from home and experimenting with alcohol is something they handle with maturity and in relative moderation. There are however, always a few residents who are unable to develop, or have not yet developed sensible drinking habits prior to coming to university. The effect of this can be quite difficult and unpleasant for both the resident and those living around them.

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

Irresponsible use of alcohol can have negative impacts, including excessive noise, damage of property, personal injury, unsafe sexual practices, committing criminal acts, and becoming a victim of crime (such as rape). In the Halls we do not ever accept alcohol consumption as an excuse for bad behaviour.

In the Halls we seek to foster an environment where excessive and irresponsible alcohol consumption is not tolerated or encouraged. To this end we have rules and guidelines to ensure alcohol is consumed in a safe environment, and to protect the safety and quiet enjoyment of all residents.

1. In the interest of valuing and promoting an academic environment, alcohol can only be consumed in the Halls during the following times: Thursday – Saturday 6.30pm to 10:30pm each evening. At all other times, the Halls are alcohol free.
2. To protect the safety of university property, to limit noise, and to ensure that non-drinking residents can peacefully enjoy the Halls environment, alcohol is only to be consumed in designated areas. Generally this will be the common room for your Hall, to enable you to socialise with your fellow residents, but check the specific location for your Hall.

3. Potentially, limited amounts of alcohol may be able to be purchased with your evening meal at the times stipulated in the Dining Hall. Sale of alcohol will only be made on proof of age over 18. Intoxication will not be permitted. Alcohol may not be taken out of the Dining Hall and anyone in breach of the rules concerning alcohol may face a disciplinary process.
4. Open bottles/cans of alcohol are not permitted anywhere on campus outside of the designated drinking areas. This is a university wide policy, not only a Halls policy.
5. McHardy Hall is an alcohol free environment. No alcohol is permitted to be consumed or stored within McHardy.
6. For safety reasons, we provide a free bus service into the city on Thursday and Saturday nights. The bus will drop you off at, and collect you from the Central Bus Terminal on Main Street East, and when possible, will be accompanied by Massey Security and met by the Safe City Hosts.
7. We strongly discourage residents under the age of 18 years from consuming alcohol and remind you that there may be legal ramifications – particularly for those that purchase alcohol for you.
8. We do not allow the unauthorised promotion of alcohol, drinking, bars, and events to be promoted within the Halls, and any resident found distributing posters or flyers may face disciplinary action. If you wish to promote an event, check with the Halls Community Group first.
9. To ensure that alcohol consumption occurs in a healthy and safe manner, alcohol cannot be consumed in bedrooms, and there is a limit to the amount of alcohol that can be stored on site. These are outlined below.  
Maximum quantities that can be consumed in the designated common area or kept in a bedroom are:
  - Half a dozen cans of beer per person or,
  - One 3-litre cask of wine per three people or one standard bottle of wine (750mls) per person or,
  - One litre plastic container of cider or beer per person or,
  - Four cans of RTD (Ready To Drink) drinks per person.
 The following forms of alcohol are not permitted:
  - Alcohol in glass (except for wine)
  - Spirits, liqueurs and fortified wines
  - Kegs
  - Jelly liqueurs
10. Drinking games are not permitted in the Halls, nor are drinking implements such as funnels, yard glasses, brewing and distilling equipment. Collecting drinking related paraphernalia for display such as cans or spirit bottles is also not permitted.
11. Halls Community staff along with Security staff reserve the right to confiscate and destroy any

non-permitted items (implements or alcohol), any alcohol in excess of permitted quantities, and any alcohol being consumed in non-designated areas such as bedrooms, hallways, stairwells, courtyards, kitchens and other common areas, and university grounds, or being consumed outside of permitted hours. This is to protect the safety of students and university property and to ensure a study focused environment is maintained within the Halls.

12. There may be special events that may warrant concessions to be made, and for which we will issue special Liquor Permits. If a resident wishes to organise such an event, their RA can assist with a request for a "Room & Liquor Permit". Note: These events must be held outside of the Hall and the Halls Community staff member named on the Room and Liquor Permit application must be present at the event.
13. Drinking alcohol in the Halls is a privilege and the rules and guidelines have been developed to foster a safe, respectful, and enjoyable community environment. The Halls Community Group reserve the right to confiscate alcohol from, and impose fines and community service or alcohol bans on, any resident who cannot live within these guidelines.

### **Allocation - Bedroom and Hall Allocation Policy**

Your room is allocated on the basis of a number of factors, including:

- Your preferences – we usually try to allocate your first choice, but

where the Hall is oversubscribed we will try for your second or third choice or another Hall in the same price range

- Whether you fit the age/gender profile of the Hall
- Whether we have sufficient rooms available
- Dietary requirements – if we cannot meet your dietary requirements we may offer you a self-catered room rather than a catered one
- Preference is usually given to students in their first year of study at Massey University
- The composition of the Hall – we try to get a good balance of gender, study programme, and interests
- Your personal circumstances and any special needs you may have.

All decisions are taken with the best interests of students in mind. Our allocations are based on our experience of best practice in community planning within the Halls environment, and what has worked well (and not so well) in the past.

We hope that you will be happy in the room to which you have been allocated. If for some reason this is not the case, to improve the situation you can apply to go on a waiting list for another room, or ask for a room change. You can apply for a room change at any time throughout the year – just call in to the Residential Services' Office to apply and read up on the room change process. A charge of \$25 will generally apply but may be waived in certain circumstances. See section on **Change of Rooms** for more details.

Note: All rooms, with the exception of the family units are for single use only.

A limited number of family units are available to students and their dependents. For further information on their use and availability you will need to contact the Residential Services Office.

### **Appeals - Appealing a Disciplinary Decision, Fine or Sanction**

Any residents who wish to appeal either the finding of responsibility or a sanction given can appeal to the Halls Community Manager who has the right to uphold the decision, to find the charge was unsubstantiated, or to waive or alter any sanctions handed down by Halls Community staff.

If the resident is not satisfied with the outcome of this investigation they can then appeal to the Regional Registrar.

**Should the resident appeal, then the sanction will be deferred until the decision is finalised.** (Please note this does not apply to suspension or eviction). Non-disciplinary appeals follow the same procedure i.e. bond deduction decisions, and damage restitution decisions.

Residents are encouraged to contact a support person such as friends, family, spiritual advisors or the MUSA VP Welfare Officer and/or MUSA Advocacy for support and advice at any stage in appealing a disciplinary decision, fine or sanction.

## **B**

### **Ball**

Each year the Halls Community Group organises a Residents' Ball. This event is held in the city, normally in August,

and all residents are invited to attend. Tickets are sold and the price includes transport, food, a photographer and live band entertainment. Alcohol and non-alcoholic drinks are available from a cash bar. Residents attending must be over 18 where the Ball is held in licensed premises. Residents are able to invite non-resident partners, but will be held responsible for their behaviour on the night.

### **Banking Services**

The Student Centre at Turitea has banking services (National Bank) available, as well as a number of ATM machines situated around campus.

### **Barbeques**

The Halls Community Group has gas BBQs available for resident use. To book a BBQ please visit the Halls Community Group Office. Residents will be required to leave their student ID card with the Halls Community Group and, unless it is for a Halls function, return the gas bottle refilled, with the receipt and the BBQ in a clean condition.

### **Bathroom and Toilet Areas**

Because residents share communal bathroom and toilet areas it is vital that basic levels of personal hygiene are maintained. Please ensure you use the facilities provided correctly and clean up after yourself if you make a mess.

Most bathrooms are shared – please respect other residents' rights to privacy.

Please report any damage, mess or maintenance issues in the toilets or bathrooms immediately to the Residential Services Office.

## Bedroom Doors

If your door or door lock mechanism is damaged, please notify Campus Living immediately so it can be fixed. Residents are not permitted to fix doors themselves, or employ the services of an unauthorised tradesperson as this interferes with the Halls master key system.

## Behaviour Code

The Hall is not only your home, but the home of many other students also. We intend it to be a happy, healthy, harmonious, and fun place, but the key to achieving this aim 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.

Some “Halls rules” have been developed in addition to the **Student Code of Conduct**. It is impractical to list every possible offence, but breaches of the behaviour contract generally occur in five different ways:

- Breaching Halls 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.

Note: There are other expectations of you as a student and as a citizen. You remain subject to the 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 the Halls 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 Residential Advisor, Campus Living, Massey Security, or staff from the Halls Community Group – whichever is most appropriate.

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

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

## Bicycles

### Green Bike Trust

The Green Bike Trust provides free bicycles for students and staff on both a casual and long term basis. Free repairs and maintenance are also available - even if it’s for your own bike. The Trust is located in the Old Boiler House (near the Vet Hospital).

## **Bicycle and Sporting Equipment Storage**

Bicycle parking is limited to designated cycle sheds and racks situated around the Halls. Residents are not permitted to store their bicycles within their rooms or Hall buildings because of the potential for damage to walls and flooring. Bicycles must not be stored or left in access ways for health and safety reasons.

Residents are encouraged to record their bicycle serial numbers for reference in the event that a bicycle is stolen. Please ensure that your bicycle is locked at all times when not in use.

For larger sports equipment, such as kayaks, limited storage is available. Please see the Halls Community Group for more information.

## **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, and any other behaviour that makes others uncomfortable or scared.

If you are being bullied, or you know other residents who are being bullied, please see your RA or Halls Assistant Community Manager immediately so we can deal with it.

## **Business Activities**

Conducting business activities, including buying and selling of items

is not permitted within the Halls environment.

## **Bus Services – Free travel**

As a Massey student who is enrolled in at least one paper for internal study at Palmerston North, you can travel free on any Transit CityLink bus, anywhere and anytime in the city. Your Massey Student ID card is your ticket for free bus travel – so use it. For a detailed timetable you can use the following web references:

### **Massey Routes:**

<http://www.horizons.govt.nz/default.aspx?pageid=130#> - access menu on right and click on drop down box under PN Urban Services for Massey timetables

### **Urban Routes:**

[http://www.horizons.govt.nz/Images/PN\\_Urban\\_timetable\\_July\\_2007.pdf](http://www.horizons.govt.nz/Images/PN_Urban_timetable_July_2007.pdf)

All buses depart from the main bus terminus on Colombo Rd and there are pick up and drop off points at bus stops around University Avenue (the Ring Road).

A regular shuttle between the University's Turitea and Hokowhitu sites also operates.

Also, the Halls Community Group provides a free bus service for residents on Thursday and Saturday nights from campus into and back from town.

This service is run in conjunction with Transit and partly subsidised by Horizons Manawatu. It is an initiative to encourage resident safety and to discourage drink driving. Bus times and dates are advertised in the Halls throughout the year. A reduced service is available out of semester. Buses pick up from the main campus bus terminal on Colombo Rd and drop off at the Main

Street bus terminal in town. Dependent on demand the driver may drop off Moginie residents at the Vet bus stop on return trips.

The rules are outlined below and residents must be aware that this service is a privilege and may be withdrawn if behaviour becomes unacceptable. A Security Guard will travel on all buses to and from Campus on Thursday and Saturday nights. The Guard has the right to order residents off the bus if they are disrespectful or compromise the safety of the driver, the bus or other passengers.

- Residents only - no hawking or bar employees allowed
- No alcohol on the buses – city liquor ban applies
- No intoxicated residents will be allowed on the buses
- No ticket – no ride, tickets are distributed by duty staff to prevent bus overloading
- Seats are limited to the maximum carrying capacity of the bus and all residents who miss the bus will be required to organise and pay for their own taxi service into town or back to campus.

## C

### **Campus Living**

The administrative and operational side of the Halls is contracted out to Campus Living who operate from the Residential Services' Office which is located on the corner of University Avenue (the Ring Road) and Rehab Road.

### **Canning**

Canning is a suspension of academic privileges including access to

computers, the library, and exam results/grades.

### **Car Parking and Vehicles**

There is limited car parking available for resident use. All resident vehicles must be registered, but please be aware that a parking permit does not guarantee you a car park, it only gives you authorised access to the car park area. Overflow parking is available for permit holders in the Orchard Road car park at no additional charge.

Due to regular resident departures, each semester residents must re-apply in person for their car park permit from the Residential Services Office. You must visit the Residential Services Office to complete the registration form, pay the deposit and receive a swipe card and parking permit sticker.

Please bring:

- Your Massey University Student ID
- Two forms of photo identification (one must be your drivers license)
- Proof of vehicle ownership (it may be in your parent's name)
- \$20 deposit for car park swipe card.

For all information, applications and general enquiries relating to resident car parking, please contact or visit the Residential Services' Office. The following rules apply:

- Access to residents' car parks is for current Halls residents only
- Short term visitors must use the paid parking in the Orchard Road carpark, or metered parks around campus
- If a resident purchases a new vehicle, or has a different vehicle than the one registered the

Residential Services Office must be informed

- Car park permit stickers and swipe cards are not transferable. Any person found to have given or received a parking permit sticker or swipe card without authorisation will be contacted by Massey Security and Traffic
- You will be provided with a swipe card and permit sticker each semester. The permit sticker must be removed prior to sale of vehicle. Lost swipe cards must be reported to the Residential Services Office immediately, and a replacement can be issued – a charge will apply
- Unregistered vehicles found at anytime will be fined and/or towed by Massey Security & Traffic. Regular checks will be undertaken and residents are encouraged to report any unauthorised vehicles to Massey Security extn 5030, Colombo Road
- Vehicles parked in the residents' car parks are there at the vehicle owner's risk. Massey University is not responsible or liable for any theft or damage that occurs to your vehicle while it is parked in a residents' car park. Residents are encouraged to insure and alarm their vehicles and not to leave any valuables inside
- Residents are expected to abide by all university parking regulations, specifically:
  - No parking on lawns, gardens or pathway areas
  - No parking in numbered or reserved car parks
  - No parking in front of barrier arms,

hydrants, rubbish skips or any other areas designated as "No Parking"

- No parking in designated Disability Parks (unless authorised)
- No parking in loading zones for longer than the prescribed time.

Infringements of any of the above regulations may result in an instant fine or your vehicle being towed or impounded.

### **Change of Rooms**

Residents wishing to change rooms must follow the procedure as outlined:

1. Go to the Residential Services Office and request a Change of Room Request Form
2. Check with the Residential Services Office staff that a room is available and complete the form in full
3. Hand this form in to the Halls Community Group for checking and approval – if the change is urgent, please let us know so we can process it more quickly
4. The Halls Community Group will notify you within 5 working days if your request has been approved. You can then take the form into the Residential Services Office to uplift your new keys
5. A \$25 fee will generally apply though this may be waived in certain circumstances.

Residents must not change bedrooms without approval and will be charged if they do so. Changing rooms without proper process is not permitted. Students are required to fill in the Room Change form. Any student who is found to have changed rooms without

following the procedure will be fined \$75. Bedrooms must be left in a clean and tidy condition and keys returned, or residents will be charged for cleaning costs and/or replacement keys, and locks.

### **Chaplaincy**

Interdominational Christian support and chaplains are located in the Chaplaincy building on Colombo Road.

### **Check In and Check Out Processes**

#### **Check In**

When you arrive on campus you will need to call into the Residential Services Office to collect your key (unless we have sent you alternative instructions). The Residential Services Office will check that you have:

- paid your deposit
- prepaid your accommodation fees and/or arranged your direct debit
- signed your residential agreement and behaviour and welfare declaration
- sent your photo.

Once we have all the above, you will be given a key to your room, and either instructions on how to find it, or be shown to your room. You can also apply for a car parking permit, and an internet connection. You will be informed how to pick up your temporary meal card from Spotless Services.

Once in your room, make yourself at home. This may be a good opportunity to greet other residents as they move in and also to meet your Residential Advisor (we will send you information on who your RA is and where their room is closer to your arrival date). Your RA

will be in touch within the first week to introduce themselves and get to know you a little better.

Check in is after 12 noon on the day of your arrival.

When checking into your room at the start of the semester, you will find an "Inventory List" in your room. This will list all items of furniture and other items, and the condition they are in. Please ensure you check off all items on this Inventory List as correct, and return it to the Residential Services Office. See **Starter Pack** for information on crockery and cutlery.

When checking in after the break between semesters 1 & 2, keys will be available for you to check back into your room, on the Sunday before the semester starts from 9am onwards.

**Please Note** : If you are arriving back earlier than the Sunday you **MUST** make arrangements to do this with the RSO in advance - neither your RA or Security have access to your room keys at any other time.

#### **Check Out**

Your residential agreement covers the period from 23 February 2009 to 15 November 2009 inclusive with the exclusion of the mid year break from 21 June to 12 July 2009.

You may store your gear in your room during the mid-year break at no charge. You will need to hand in your key to Campus Living for the entire break for this option. Failure to hand in your key will result in charges for occupancy during this time.

Please advise Campus Living 2 weeks before the break whether you intend to stay or store.

If you are a resident in Matai or Totara Halls, the above does not apply as your residential agreement is for 31 weeks only.

Residents who complete their exams and leave their accommodation at least seven days prior to the end of each semester are entitled to a \$100 rebate each semester.

If your exams finish early and you choose to stay the full length of your contract, the Halls Community Group reserves the right to require you to leave within 24 hours of your last exam, should you disrupt the study of other residents. You will not receive any refunds of your residency period if this occurs. On the day that you check out, you will need to call into the Residential Services Office to return your keys. They will check that you have:

- settled your account
- cancelled your telephone/internet connection (if relevant)
- returned your car-parking pass (if relevant)
- applied for a bond refund.

If you need to check out at a time when the office is not open, you should call in on the previous day to finalise the paperwork as above, and then return your keys through the key slot in the front wall.

Your room will be inspected to ensure it is left clean, tidy, damage-free, and complete. If you pre-book the inspection it can be conducted at a time that you are able to be present. If it is not in an acceptable state a \$50 room cleaning charge will apply and any damage or replacement costs will be charged against your bond. These charges will be substantiated by photos of additional

cleaning required or invoices for the repair or replacement of items.

Check out is prior to 10am on the day of your departure. **Please ensure you leave your room secure by closing the windows and locking the door.**

When checking out of Matai and Totara Halls for the breaks, your room needs to be left in a clean, tidy and vacuumed state. If this is not done a \$50 room clean fee will apply.

### **Cleaning and Cleanliness**

The common areas of the Halls are cleaned regularly by Campus Living. Residents are responsible for washing their own dishes, cooking equipment and keeping kitchen areas, and appliances clean at all times. All rubbish (including food scraps) must be put into the rubbish bins provided, and NOT left in communal areas.

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

Each resident is responsible for cleaning and tidying communal areas, such as kitchens and lounges, after use. Cleaning rosters may be implemented to ensure that common areas such as kitchens are kept clean and tidy. All residents are expected to co-operate with these rosters and failure to do so will result in disciplinary action.

Where additional cleaning is required due to residents not adhering to the cleaning standards, a cleaning cost may be charged to the relevant residents of that Hall. Most Halls also have recycling containers close by.

## **Clubs**

There are over 80 sport and cultural clubs to get involved in at Massey, Palmerston North. Information about club contacts is available from the Recreation Centre or MUSA office or [www.musa.org.nz](http://www.musa.org.nz). See also **Sport and Recreation**.

## **Common Room Lounges**

Common room lounges are for the enjoyment of all residents in the Hall and as such residents must share the facilities and show respect to other users. No ball games that could cause damage to furniture or buildings are to be played inside common rooms.

## **Communicable Illnesses 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.

The Halls Community Group 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 Mid Central Health 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 Halls' rules and regulations. The philosophy behind community service is that a resident is required to put something positive back into the Halls and the wider community if their behaviour has negatively affected the community.

Community service is usually carried out under supervision on-campus within the Halls (ie. cleaning or rubbish collection tasks, event assistance, administrative tasks, charity work). In some cases community service is undertaken and supervised by other groups around campus such as Spotless Catering in the Food Court, the Residential Services Office, Grounds, Security, Academic Departments, MUSA etc.

The Halls Assistant Community Manager will decide what each infringement warrants in terms of hours on a case by case basis. One hour's Community Service is the minimum, with a maximum time 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 office within 48 hours they may be able to choose the day/time, otherwise it is set according to the tasks available. If the date/time given cannot be met because of academic/work issues the resident must provide written evidence i.e. letter from 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 Halls Community Manager.

Unpaid fines remain on the student ID 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 issue 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, then Halls Community staff are available to help. Residents are advised to first discuss the complaint with their RA and the RA will advise if the issue needs to be taken further to a Halls Assistant Community Manager or the Community Manager to resolve. This decision will depend on the seriousness of the complaint. If necessary, staff can also advise residents about accessing specialist assistance for mediation, harassment or counselling.

Residents are encouraged to contact a support person such as the MUSA VP Welfare and/or MUSA Advocacy for support and advice at any stage in getting a complaint or dispute resolved.

### **Complaints about Halls services, facilities or staff**

Residents with concerns about Halls

services such as catering, cleaning or maintenance should in the first instance approach the Residential Services Office or Spotless Catering to raise their concerns. If this is not appropriate, or does not resolve the complaint, then they should ask for the issue to be raised by their Hall representative at the regular Food and Accommodation meetings (where appropriate). For more individual concerns, residents should bring the matter to the attention of Campus Living at the Residential Services Office, or to the Spotless Food Services Director if the matter is food related.

If the matter is not resolved to the satisfaction of the resident, he/she should raise the matter with the Halls Community Manager – preferably in writing. The Halls Community Manager will then make a decision on how to respond. Either a response or resolution will be sought from Campus Living, Spotless or the Regional Registrar, who monitors the contracted services on behalf of the university.

If complaints and disputes remain unresolved by this process, then the complaint will be referred by the Regional Registrar to the DVC for review.

Residents are encouraged to contact a support person such as family, friends, spiritual advisors or the MUSA VP Welfare and/or MUSA Advocacy for support and advice at any stage in getting a complaint or dispute resolved.

### **Complaints about Halls Community Group staff**

Any complaints about the conduct of Halls Community Group staff should be made in writing to the Halls Community Manager in keeping with the Student

Life Complaints Procedure. All efforts will be made to resolve complaints immediately and keep parties informed of the action taken.

Any complaints about the conduct of the Halls Community Manager should be made in writing to the Regional Registrar – Student Life. The Halls Community Manager is governed by Student Life Complaints Procedures and a copy of this procedure can be obtained from the Regional Registrar’s office.

Residents are encouraged to contact a support person such as family, friends or the MUSA VP Welfare and/or MUSA Advocacy for support and advice at any stage in getting a complaint or dispute resolved.

### **Computer Labs/IT**

The Turitea and Hokowhitu sites have computers for student use, including PCs and Macs. You can find out more about these facilities using the following web reference: [http://its-intra.massey.ac.nz/computerlabs/student\\_guide.htm](http://its-intra.massey.ac.nz/computerlabs/student_guide.htm). There is limited wireless access on some parts of the campus.

The Library also has a great computer facility on Level 2 – the “Information Commons”. See the Library section for more details.

All Halls have access to a Halls computer lab either within their Hall, or in close proximity. These labs are equipped with university networked computers and printers. Toner and paper is also supplied and replenished regularly by ITS help desk.

The computers within the Halls are primarily provided for academic purposes and all residents must comply with the university IT rules and

regulations as outlined on the website: <http://its-intra.massey.ac.nz/policies/index.htm>

Any residents found to be using the Halls computers for non-academic activities such as pornographic, gaming or illegal purposes will be dealt with by the university discipline system and may also face eviction for serious misconduct and breach of their residency agreement.

Residents will need to set up a university computer account to use these computers. It is relatively simple, but your RA will talk you through this process at the start of the year.

### **Confiscation**

Halls Community staff along with Massey Security staff reserve the right to confiscate and destroy any non-permitted items (implements or alcohol) any alcohol in excess of permitted quantities, and any alcohol being consumed in non-designated areas such as bedrooms, hallways, stairwells, courtyards, kitchens and other common areas, and university grounds, or being consumed outside of permitted hours. See also **Alcohol**. Confiscation does not guarantee right of return.

In certain situations, strobe lights, lasers, stereos and other noisy equipment may 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 any areas outside of designated Hall kitchens. Residents

may face disciplinary action if found to be using cooking appliances outside of designated kitchen areas as it poses a serious fire safety risk. If a fire alarm is set off, as a result the resident responsible will be liable for the \$1,500 Fire Service fee and potentially a fine of \$350.

Residents are asked to be sensible when cooking and ensure all appliances are used on appropriate safe surfaces e.g. not on floors, carpets, chairs and only on heat-proof surfaces. Please watch your food when cooking and never leave 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 cupboard or shelf. Benches, microwaves, toasted sandwich makers, and stove tops must be wiped clean and personal dishes not left on the bench surfaces. Any personal items left unclean or on benches may be disposed of by the cleaning staff.

### **Course Advice and Student Liaison Advisors**

Liaison advisors are here on campus to help you plan your course of study at Massey. They are friendly, approachable and can answer just about any question you may have about university education. The liaison team is located on Level 2 of Registry but you will also find them throughout the country and at our other campuses.

Student Counselling and the Careers Service, in conjunction with the Colleges and the Halls Community Group, run an evening during the first semester called 'Decision Time.' This

evening is specifically for first year students who are unsure about their course of study, paper choices or have other academic decisions they need help with.

### **Criminal Offences**

The university campus and the Halls fall under the same New Zealand laws as anywhere else in the country. Any offences that are criminal in nature may be referred to the campus community constables located on campus.

If you are the victim of a crime, please seek help from your RA, Halls Community Group, Security staff or the campus community constables. 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 Halls Community Group as we may be able to offer you advice, and if the charges are serious, this may affect your eligibility to live in the Halls. 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.

## **D**

### **Dangerous Goods and Hazardous Substances**

We ask that you consider the safety of yourselves and your fellow residents and do not bring any dangerous goods or hazardous substances into the Halls. This includes flares, fireworks, firearms, flammable materials, aerosols, chemicals, or biohazards.

If for some reason you do need to store an item you have concerns about,

please ask Halls Community Group for assistance as they may be able to direct you to alternative storage sites on campus.

### **Damage**

Any damage to or loss from university property or buildings should be reported immediately to the Residential Services Office (if Halls related) or to Security and Traffic (ext 5030) in the Regional Facilities Management compound on Colombo Road.

Where an individual or group of residents do not claim responsibility for damage to University, Spotless or Campus Living property within or in the immediate surroundings of a Hall, or cannot be identified through investigation, the costs of repair (restitution) operates under what is termed a "collective responsibility" philosophy.

This means that outside of fair wear and tear, any damage or loss of University, Spotless or Campus Living property is either the responsibility of the individual resident(s) involved, or the collective responsibility of all residents in the Hall 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) responsible. 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 the Residential Services Office.

Any outstanding damage repair costs that remain unpaid on a resident's account at the end of the year will be deducted from their bond.

### **Decorating Bedrooms**

Residents are permitted to personalise their bedrooms with personal effects such as posters and pot plants but are not permitted to use fluorescent stars, tape, drawing pins, nails or screws on any surfaces. The use of blu-tac is permitted on surfaces and drawing pins or staples in notice board areas only. 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.

### **Deposits/Bonds**

On application each student is required to pay a deposit of \$300. This deposit comprises two parts:

- \$50 non-refundable administration fee - this administration fee is levied on application to the Halls. It is non-refundable even if you change your mind about continuing with the Halls application. 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
- \$250 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 Hall is collectively held responsible for any damage or additional cleaning, these amounts 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.

### **Disability Flats and Disabled Access**

Many University buildings have access ways and car parks for those with accessibility and mobility requirements. Please keep access ways free of clutter and obstacles and ensure designated car parks are kept free at all times.

Disability Flats are available in the ground floor of Colombo Hall 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 Flats through Disability Services. Disability Services are located in Registry.

### **Discipline**

#### **Principle of Natural Justice**

The Halls disciplinary system is designed and operated in adherence to the principle of natural justice. This principle requires that every situation be approached in a way that ensures that 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 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.\*

(\* Adapted from: Cuncannon, F. and Dorking, B. 'Principles for Principals: A guide to avoiding costly litigation'. <http://www.nzpf.ac.nz/>)

#### **Other Disciplinary Processes**

Breaches of the rules and regulations are generally managed by the Halls Community Group as a Halls issue, 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:

- Halls Discipline System
- University Harassment Procedures
- University Disciplinary System

- 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 Halls disciplinary system and may also be referred to the Police.

### **How incidents are addressed**

Halls Community staff find out about incidents through a variety of sources, such as observation, 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 Halls Community staff as they come to light and incident reports are filed chronologically and retained on student files.

Some incidents are addressed immediately, where a staff member such as an RA requests that a certain behaviour is ceased. The RA may feel that issuing a warning may be a sufficient remedy or sanction. Where an incident is considered to be more serious, the matter may be referred to the Halls Assistant Community Manager. The Halls Assistant Community Manager may request a meeting to discuss the incident and to apply an appropriate remedy or sanction. The matter may also be referred to the Halls Community Manager or to another discipline system if sufficiently serious or if appropriate due to the nature of the incident.

At any point in the process you are encouraged to seek support from family, friends, spiritual advisors or the MUSA VP Welfare and/or MUSA Advocacy, or other support people.

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

Breaches of the Halls rules and regulations are generally dealt with by Halls Community Group, including: your Residential Advisor, another Residential Advisor, a Halls Assistant Community Manager, the Halls Community Manager, or Massey Security. Who addresses the issue will depend on how serious the Halls Community Group consider the incident to be.

There are some matters that may be referred to the Halls Community Group by the Campus Living or Spotless Manager. Generally these are matters relating to the residency agreement, or any damage that occurs within the Halls or 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 of these factors include:

- Who was affected by the breach or incident
- Whether any property was destroyed
- Whether the law was broken
- Whether it indicates a pattern of behaviour
- What the consequences were
- Whether the consequences were foreseeable
- Whether the act is indicative of an underlying issue.

The principles of natural justice require that each case is judged on its merits and all factors where known will be taken into account.

### **Sanctions**

The sanction that will apply to a given situation 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 the Halls
- Eviction
- Canning from the university.

Note: Any person who is suspended or evicted from the Halls 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 action 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 campus community constable or Police.

In addition, the use of drugs such as herbal speed or party pills is illegal, 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 Manager**

The Halls Community Group always has a Duty Manager rostered on-call for emergencies 24 hours a day, 7 days a week. The Duty Manager is contactable by cell phone and lives on campus to ensure a rapid response to any emergency situations that arise within the Halls. Your Duty RA is able to contact the Duty Manager for assistance at any time. During office hours (Monday - Friday 9am – 5pm) the Duty Manager is also contactable via the Halls Community Group office.

## **E**

### **Early Arrival**

Some of you will be arriving at the university prior to 23 February 2009. Generally this will be for one of the following reasons:

- International student orientation or travel
- “Let’s Get Going” programme
- College of Aviation student
- College of Education student
- Period of residency does not coincide with a semester.

Early arrivals can be accommodated if pre-arranged – please don’t just turn up early and expect your room to be ready. Early arrivals will pay an accommodation fee from the day of their arrival, calculated at a pro-rata basis of the weekly accommodation fee.

### **Early departure**

Early departure is only possible in very limited circumstances, namely: withdrawal from university and/or release from the residential agreement on compassionate, financial, health (or

other) grounds or after completing your exams. See **Check Out** for more details.

## **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 the Campus Living front office or your RA – 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 heaters and ensure all flammable items, including photographic films and nail polish remover, are kept in a safe place.

Please do not use personal heaters and cooking appliances (such as rice cookers and toasters) outside of designated kitchen areas. RAs and Campus Living staff have authority to remove any equipment that is not tagged, and pass it to the Campus Living front office. Arrangements can then be made for the items to be tested and returned after testing if safe, or at the end of semester, with the plug removed, if not safe.

## **Emergency Procedures – Fire, Police, Ambulance & Civil Defence**

**In an emergency situation, dial 111 for Emergency Services such as Fire, Police, or Ambulance. On internal phones, you need to dial 1 for an outside line, then 111.**

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 to describe the situation that is occurring.

When asked for your location you will need to describe:

- (i) Which location and building (e.g. Walter Dyer Hall)
- (ii) Which road the building is on and the connecting main road (e.g. Moginie Road off Tenant Drive).

The operator will give you instructions – stay calm and do as they say.

Ask someone else to call Security on extn 5030 so that they can meet the Emergency Services at the gate.

In an emergency follow any instructions given to you by a Halls Community Group or Security and Traffic staff member – 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 electricity and water by turning off lights, appliances and taps where possible and avoiding unnecessary or excessive consumption. Please report dripping taps or faulty appliances to the Residential Services Office as soon as practical.

## **Equestrian Centre & Grazing**

The Massey University Equestrian Centre is an all-weather arena (80m x 60m) with jumps, 15Ha of land divided into 21 paddocks available for grazing, yards and lockable storage sheds. Why not bring your horse with you? For further information on the Massey University Equestrian Centre and application forms visit the website at <http://recreation.massey.ac.nz>

## **Eviction**

Eviction occurs in rare circumstances, and as a last resort. Residents are

normally given 24 hours to vacate the premises. They must return their keys to the Residential Services Office and they may be trespassed from the Halls from this point on.

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 MUSA. You may also use other support persons such as family or friends.

Evicted residents are always welcome to contact the Accommodation Officer for **alternative accommodation options**.

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.

### **Extramural Residents**

From time to time extramural students may be accommodated within the Halls. These students are probably studying similar papers to you, but they do most of their study from home and only attend campus lectures for short contact courses. Most of these courses occur during the semester breaks and rooms not required over the semester breaks may be used for extramural students.

If residents stay in the Halls during the breaks they must be mindful of extramural residents and assist them where necessary. Extramural residents are subject to the same rules and guidelines as internal students, whilst in the Halls.

## **F**

### **Facsimile**

Residents are welcome to use the fax facilities in the Residential Services

Office. The fax number is 64 6 350 5675. Some charges may apply.

### **Fees Rebates**

You will have paid for 2 semesters accommodation from 23 February 2009 to 15 November 2009. This excludes a 3 week mid-year break from 21 June 2009 to 12 July 2009. If you wish to stay in your accommodation during the three week break, you will be charged the relevant weekly accommodation fee for that period.

Residents who complete their exams and leave their accommodation **at least seven days** prior to the end of each semester are entitled to a \$100 rebate each semester.

You **MUST** hand in your keys to Campus Living to be eligible for the fees rebates. (Arrangements can be made to store your belongings in your room between semesters 1 and 2).

### **Fines**

Fines may be given out by the Halls Community Group as sanctions to residents for infringements of the Halls rules and regulations. The maximum amount an individual can be fined by the Halls Community Group for any single infringement is **\$350.00**. 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 (\$1500) or Community Constable/Massey Security fines passed on to the resident concerned by the Halls Community Group – which may vary according to the offence.

Residents remain fully liable after departure from the Halls for any fines they have received during their residency. These will be transferred to the resident's student ID account and if they remain unpaid the student 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 has been presented to the Halls Community Group.

Fines are to be paid at the Massey University Cashier's Office, Registry Building.

### **See "Appeals" regarding Halls Community Group fines.**

All traffic fines and infringement notices (including those pertaining to resident car parks) are dealt with under Massey Security and Traffic policies.

## **Fire**

### **Fire safety**

In the case of a fire or of any of the fire alarms being activated, you will need to dial 111 and ask for the Fire Service. The Fire Service need to be advised:

- (i) What is happening (e.g. bells ringing, smell of smoke, suspect false alarm etc.)
- (ii) Which location and building (e.g. Walter Dyer Hall)
- (iii) Which road the building is on and the connecting main road (e.g. Moginie Road off Tennent Drive).

If the fire alarm sounds, everyone must evacuate the buildings immediately. Any directions given by a Residential Advisor, the Halls Assistant Community Manager, Campus Security or the Fire Service must be obeyed immediately.

### **Fire prevention is important!**

- Open flame candles, lamps or incense are not permitted
- Notify your Residential Advisor(s) or the Residential Services Office personally about unsafe electrical equipment or wiring
- Open bar radiators (heaters) are dangerous and are strictly forbidden
- Passageways and staircases are to be kept clear
- Smoking is not permitted in any Massey University building including all Halls
- When residents are smoking within university grounds, they must be in a designated smoking area.

### **Before a fire occurs**

- A little advance thought and planning could save many lives; plan several escape routes and go over them from time to time
- Familiarise yourself with the fire safety posters and signage in and around your Hall
- Make sure you know where the fire fighting equipment near your room is located
- Locate the nearest telephone outside of your Hall that you could use in case of a fire alarm or other emergency
- Do your part to ensure that all Halls fire equipment is treated with due respect, and not used for fun and games.

### **In case of an alarm**

- Put on something warm (e.g. a dressing gown or blanket and shoes)
- Do not worry about getting fully dressed, there is not enough time

- Shut your window(s) and grab your keys
- 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 escape or call for help from the window.

Any personal items or belongings left in the common areas or corridors are deemed to be a fire hazard as per Massey University's fire safety regulations. They may be confiscated without warning and held in storage until the end of the semester when the confiscated items can be claimed by the owner.

#### **Fire Extinguishers, Hoses, Detectors, Doors and Alarms**

Fire extinguishers and fire hoses are located around the Halls as required. All fire equipment and signage is checked and maintained regularly.

Smoke and heat detectors are installed throughout the Halls as required.

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 Fire Service.

**The unwarranted discharge of or tampering with a fire extinguisher, fire hose or fire detector is a serious offence and can result in grievous bodily harm. Any resident or their guest(s) found to be tampering with fire extinguishers, hoses, detectors (sprinklers, smoke and heat) or doors**

**will face an instant fine of \$350, will have to pay costs for any damage caused, any Fire Service call out fees, and may face criminal proceedings.**

**Please note: The chemical spray/foam in fire extinguishers causes oxygen in the immediate area to be absorbed and this can be deadly if inhaled by someone with asthma or respiratory disorders. Fire extinguisher spray/foam is also highly corrosive for electrical appliances.**

**Fire Service call-outs are very expensive for Massey University. 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 callout charge of \$1500 will be passed on to the resident(s)/guest(s) concerned. In addition a \$350 fine will be incurred.**

Where the person(s) responsible cannot be identified the full cost of the fire call out will be charged to the Hall and all residents will be held jointly liable. This includes any resident being involved with behaviour that leads to a false alarm such as the use of prohibited items such as candles and incense, smoking, or misuse of aerosols such as hairspray and deodorant.

Please be aware that the fire detection systems are **very** sensitive.

#### **Fire Evacuations**

All residents must comply with fire evacuation procedures and directions from Fire Safety staff and designated floor wardens in the event of an emergency and in a fire drill. 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 Hall. Floor Wardens receive additional training as outlined below.

### **Fire Evacuation Floor Wardens**

The role of the Floor Wardens (white bump cap) 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 Halls staff with movement and control of persons until the 'ALL CLEAR' has been given.

Each year a group of residents volunteer to fulfil the roles of Building and Floor Wardens, however, the Halls Community Group reserves the right to appoint Floor and Building Wardens as necessary.

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

- Assess the risk
- Set off the fire alarms if they are not already sounding
- Ring 111 and ask for Fire Service (if they have not already been rung)
- Call Security on extn 5030
- Ensure all doors and windows are closed (but not locked)
- Ensure that others 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 muster point is in an orderly manner
- Report to the Building Warden (blue bump cap) or, if the designated

Building Warden is absent, a Floor Warden, or any resident must assume the role of the Building Warden.

Once at the muster point:

- The Building Warden, assisted by the Floor Warden(s), takes a roll call to ensure that all persons are accounted for
- The Building Warden (blue bump cap) reports to the Fire Service
- All persons must stay at the muster point under control until ordered to relocate or until the 'ALL CLEAR' has been given.

The Floor Warden helmets are the property of the Halls Community Group and must be returned at the end of the academic year or the Floor Warden's residency. Failure to return the helmet (in good condition) may result in the cost of replacement being charged to the resident concerned.

### **Fire Arms and Weapons**

Firearms (including BB and pellet guns) and ammunition are not permitted in residential areas or to be stored in bedrooms. An armoury facility is available for storage of firearms for licensed firearm holders. Please contact the Halls Community Manager to register your firearm and/or weapon and to be updated on storage. No firearm may be brought onto the campus or discharged without the express permission of the Deputy Vice-Chancellor.

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 Halls Community Group.

## **Fireworks/Fire Crackers**

Fireworks and firecrackers are not permitted on university property at any time. Because of the abundant native wildlife and domestic animals we have on campus, any breaches of this policy will be viewed seriously.

Each year there is a large scale fireworks demonstration at Manfield in Feilding, on or around Guy Fawke's Day. Residents are encouraged to attend this event and if there is sufficient interest the Halls Community Group will consider organising and subsidising special buses.

## **Flyers, Posters, Hawkers and Propaganda Distribution**

No item may be posted, distributed, or sold within the Halls without the permission of the Halls Community Group. See also the notes on **Business Activities**, and **Political/Religious Views**.

## **Feedback**

Residents are encouraged and given plenty of opportunity during their residency to provide feedback on facilities, services and staff in the Halls. There are a number of formal feedback mechanisms that the Halls Community Group and Campus Living provide (see also **Surveys**). Informal feedback is also welcomed from residents, either in writing or verbally.

## **Food**

### **Where to Eat – Turitea Campus**

- The Student Centre on the Turitea concourse houses a café with a range of specialised coffees on offer, as well as a wide selection of foods through a food court-style service area

- The MUSA Shop is located at the Student Centre building and offers a variety of items
- Wharerata is a historic homestead located opposite the Social Sciences Tower. This complex operates as a staff club and serves lunch, after work drinks and offers conference/special catering
- 'Eats and Treats' in the Residential Services Office stocks a small range of snacks and personal items.

### **Where to Eat – Hokowhitu Campus**

- The Gallery Café offers a range of café style food with a specialised coffee range.

### **Catering Services/Catering Policies**

All catered meals are taken in the central food court on concourse. The food court has an open lay-out and you are able to choose from a range of meals of different styles. You will be eligible for meals on the basis of the meal plan that you have applied for.

Meal times are as follows:

Breakfast:

Mon-Fri: 7.00am to 10.00am

Sat-Sun: 8.00am to 10.00am

Dinner:

Mon-Sun: 5pm to 7pm

(Dinner meals are available from 11.30am to 1.30pm if you are unable to take them at dinner time)

For all other meals you are able to make snacks in your Hall kitchenette or purchase meals from the many outlets on campus or in the city. If you have applied to a self-catered Hall your kitchen will be equipped to allow you to cook your own meals as required – all you will need is food.

## **Food Court Etiquette**

The food court is part of the Halls environment and the same standards of behaviour and cleanliness apply. Residential Advisors are rostered on duty within the food court at dinner times and behaviour is subject to discipline processes as outlined under "Discipline". In addition, students who do not comply with the behaviour standards may be refused service and/or asked to leave by 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
- Any alcohol bought must be consumed in the Dining Hall. See **Alcohol**.

## **Special dietary needs**

Many students have special dietary needs and we will endeavour to accommodate these where possible. Special diet meals such as vegetarian, halal, gluten free etc, need to be pre-ordered – they will not necessarily be available on a casual basis.

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

Where we are unable to accommodate your special dietary needs we will require that you apply to a self-catered Hall, 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 by giving 2 weeks notice. If however, a change is requested from catered to self-catered the applicant will be required to move to a self-catered Hall and this will only be possible where the student fits the profile of the self-catered Hall and where space is available. Students are not permitted to self-cater in catered Halls.

## **Meal Plans for Self-catered Halls**

Residents of self-catered Halls may purchase a meal plan from the Residential Services Office and have their meals in the food court along with catered Halls residents. The prices that apply in 2009 are:

- Breakfast and Dinner - \$106 pw
- Dinner only - \$71 pw.

Casual or occasional meals are also available from the food court on a cash basis.

## **Meals for Residents who are sick**

If you are sick and unable to attend a meal in the food court, you can arrange for a friend or neighbour to collect and sign for a meal for you. You will need to ring the kitchen 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.

## **Meal Swaps**

Halls may organise a meal swap in conjunction with a Hall social function. Meal Swap menus include pizza 'n' chips, fish 'n' chips, BBQ, or special theme meals that are delivered to the Hall by Spotless Catering Services. Note: budgets are limited for meal swaps to the normal meal price, but if

a Hall requires a more expensive menu the surplus cost will be deducted from the Hall social account.

Meal swaps may only be organised by the Hall RAs and all residents in the Hall must participate in the meal swap and not eat at the food court. This is to ensure that Spotless Catering Services can adequately plan for meal quantities and limit food wastage. All catering equipment must be returned to the food court after the meal swap.

### **Food and Accommodation Committee**

Each Hall elects a representative(s) to be part of the Food and Accommodation Committee. This committee meets on a regular basis with staff from the Halls Community Group, Campus Living and Spotless Services to provide direct feedback about the Halls services such as community activities, catering, cleaning and maintenance. Elected representatives must attend meetings on a regular basis and prior to the meetings collate any positive or negative feedback from the residents in their Hall.

### **Food Lockers**

Food lockers are available in most Halls for the storage of dry foods. These can be locked with a padlock which you will need to supply yourself. Please do not keep liquids or perishable items in these lockers, and ensure foodstuffs are kept in sealed containers to avoid attracting pests. At the end of the year residents must have removed all items they wish to keep as all items left in the lockers will be disposed of during the end of year cleaning process. Note that padlocks will be removed if needed so

we can clean the lockers unless a prior arrangement has been made.

### **Fridges and Freezers**

Residents are permitted to have a **small** fridge in their bedrooms, 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 RA in the Hall, 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.

The fridges and freezers provided in the communal kitchens in the Halls are for all residents to use to store food and drinks. Space is on a first come first served basis and it is advisable that each Hall sets up its own system of space allocation (i.e. wing/pod/floor shelves) at the beginning of the year.

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 Campus Living but residents should advise their RA immediately 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 Campus Living is treated with respect and used appropriately. This means indoor furniture is not to be taken outside the Hall for resident use. In most Halls there are picnic tables and external seating provided.

Residents may personalise their bedrooms with small items of furniture appropriate for the size of the bedroom (ie. bean bags, small shelves etc). If there is any damage caused through installing or dismantling, you will be liable for the cost of making it good.

## **G**

### **Games**

Residents are not permitted to play games or sports within the courtyards or in any area immediately near bedrooms that may cause a disturbance to other residents. Please use the sporting fields and facilities provided to minimise disturbance for those who may be studying or sleeping.

### **Gardens and Grounds**

Massey University prides itself on its park-like surroundings and as such it is important that residents respect the grounds and gardens and refrain from littering, walking on or damaging gardens, plants or trees. For any grounds or garden issues around the Halls please contact the Halls Community Group.

### **Gates, Doors and Access Ways**

It is important for the security of Halls buildings, university and resident property and the general safety of

residents that main doors and access ways into the Halls 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 face disciplinary action.

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

### **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 the Halls are designated for single occupancy only, with the exception of the Atawhai family units.

Residents are permitted to have **approved** guests stay with them in their Hall bedroom for a maximum of 2 nights per month. All guests staying in the Halls must be registered first at the Residential Services Office. The Residential Services Office will advise the RA, Halls Community Manager and Massey Security the name of the resident, their guest, where they are staying and which night(s). Failure to seek approval for guests may result in disciplinary action. Extra mattresses and bedding can be sourced for guests from the Residential Services Office and must be returned to the RSO 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 guests and visitors during their stay – i.e. if the visitor or guest breaches Halls rules or regulations the resident is responsible for any sanctions or damage restitution that may result. It is the resident's responsibility to inform their guests or visitors of the rules. Any guest or visitor found to be breaching the rules or regulations may be formally trespassed from the Halls.

## H

### **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 sporting equipment in hallways or stairwells as these items may impede resident evacuation in the event of an emergency and may cause damage to furnishings.

### **Harassment**

Harassment, of any sort, is viewed very seriously by the university and clearly goes against the underlying tenet of consideration for others in the Halls. 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 Halls residential agreement.

### **Health and Safety**

Residents must abide by all Massey University Health & Safety regulations as outlined on the website: <http://hrs.massey.ac.nz/>

## **Heating**

All Halls have some form of heating system for both bedrooms and communal areas. Residents are not permitted to use personal heaters due to fire safety and electrical overloading problems. If residents have any concerns about heating they should contact the Residential Services Office in the first instance.

In most Halls the heating is on a centralised boiler or gas operated system, which is set to timer and is only operational during the cooler winter months. Please contact your RA if you have any queries about heating times.

The timing and maintenance of this system is controlled by Regional Facilities Management (RFM) and can be adjusted if the weather changes. Generally, during the cooler months (April – October) heating is switched on between 5am and 11pm. Some systems take a while to reach full heating capacity and the pipes in older systems may make some noise during the heating and cooling process.

International residents, especially those from hot countries or those where central heating is common place, may find the temperatures inside New Zealand accommodation cooler than what they are used to. Most kiwis tend to wear an extra layer of clothing inside during cold weather, but extra blankets are always available from the Residential Services Office if you need them.

## **Hygiene**

While personal hygiene habits are left to the individual, 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 tidy and free from food which may attract pests.

## I

### **ID Cards**

Residents are advised to carry with them their student ID card at all times for identification purposes. This is particularly important after hours when security staff or Halls Community Group are on patrol and may request to see your ID to ensure you have the right to be in the Halls or around campus.

### **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 staff are aware of a resident's medical condition if the need arises for urgent medical intervention, a room change (i.e. to ground floor or disability flat for mobility issues), 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 an A&E visit to the hospital, Halls Community staff 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 caregivers. This is a sobering reminder, but one that highlights the need for all residents to provide the Halls Community Group 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 the Halls, or one occurs on campus or off campus involving residents, RAs will lodge an incident report with the Duty Manager or their Halls Assistant Community Manager. Depending on the situation and if any follow-up action is necessary, the Halls Assistant Community Manager may contact the resident(s) involved for a meeting. After investigation, if any Halls rules and regulations have been breached, or the incident involves criminal acts further disciplinary action may result.

### **Indecent Exposure**

Indecent exposure is a criminal offence and any resident engaging in such behaviour will be subject to disciplinary action and may be referred to the Massey Community Constable. Being intoxicated is not an excuse for indecent exposure and urinating in public will be dealt with as an act of indecent exposure.

### **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**

Halls Community Group and Campus Living staff reserve the right to inspect bedrooms and common areas if they have reason to suspect a breach of the Halls rules or regulations or have concern for the safety and welfare of the resident or other residents in the Hall. Such inspections will be undertaken only after approval by the Halls Community Manager or Campus Living 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.

The campus community constable can issue a search warrant if it is suspected that a resident is involved in illegal activities within the Hall. This warrant may either pertain to the individual resident's bedroom or the entire Hall.

Routine maintenance and bond refund inspections will be carried out prior to the resident departing and for 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**

You are responsible for insuring your own goods. Your personal belongings should never be left unattended especially in the common room areas, entrance ways and laundry/drying rooms. The University and Campus Living do not take any responsibility for theft or damage to your belongings.

## **Internet Connections**

Access to the internet is possible using the network outlet in each room and a web browser to sign up to the service provided by Inspire Net Limited (a local ISP). This also provides access to Massey University's teaching and learning resources. Information about this service can be obtained from the Residential Services Office, Information Technology Services, Inspire Net Limited or online at [www.studentcity.net.nz](http://www.studentcity.net.nz)

Alternatively dial-up access is available using a phone line and your own internet provider. See also **Phones**.

Most large Halls have access to small computer labs with printers that are a part of the Massey network and there are also a number of large computer labs throughout campus.

## **Islamic Prayer Rooms**

The prayer rooms are situated between the Vet Tower and the Ag Hort complex, University Avenue and on the Hokowhitu site.

## **K**

### **Keys and Swipe Cards**

Residents are responsible for the security of their own keys and must keep them on their person at all times when leaving the Hall. Keys and swipe tags are not transferable and any non-resident or other resident found to be using someone else's keys or swipe tag will be subject to disciplinary action. If you lose your key or swipe tag there will be a \$20 charge for the new key and \$20 charge for the new swipe tag. The barrel and lock will automatically be changed if you lose your key and for this there will be a charge of \$120.

Total amount charged for a lost key, with barrel change and Swipe Tag will be \$160. Please note if your key is found after this, then there will be no refund due to you, as the key will then be useless. If you are a resident in a Hall that supplies food lockers you will be issued with one free food locker key. If you lose this key another one can be cut for you at a charge of \$15.

## L

### **Laundry Facilities and Use**

There are a number of communal laundry facilities on campus as well as laundry facilities within Halls. These washing machines, driers, drying rooms, and clothes lines are available free of charge for residents.

Please show consideration to your fellow residents by removing your clothes from the machines as soon as possible, refraining from using the laundries before 8am and after 10pm, and ensuring 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 – use the tubs provided. No privately owned or privately hired laundry equipment may be installed.

Any non-residents found to be using Halls laundry facilities will be reported immediately to Massey Security and may be issued with a trespass notice.

### **Lawn Areas**

Residents are not permitted to park or drive vehicles on lawn areas at any time. This includes during the busy move-in and move-out periods during

the year. Any vehicle found parked or driving on lawn or pathway areas will be towed and/or clamped by Massey Security and the vehicle owner may be subject to fines or further disciplinary action.

### **Library**

The Turitea Library is located opposite the Student Centre, right in the heart of the campus. Copies of set texts are available in the Reserve Collection, at the Lending Desk on Level 1. Bring your student ID card to borrow books, and use the photocopiers.

The Library has a mixture of group and individual study areas. There is a café which sells cold food, snacks, espresso coffee and hot and cold drinks. The Information Commons on Level 2 has around 100 computers for access to the internet, email and Microsoft Office products. Wireless network access is available in most of the Library. You can add money to your network account, for printing and photocopying, in the Library.

For assistance see the friendly Library and IT staff at the Information Desk on Level 2. Email: [library@massey.ac.nz](mailto:library@massey.ac.nz), or phone 350-5670 ext 2121. Web address: <http://library.massey.ac.nz>

### **Library opening hours, Semesters 1 and 2:**

Monday – Thursday	8am-11pm
Friday	8am-8pm
Saturday – Sunday	10am-8pm

Opening hours are extended over exam periods.

### **Linen and Linen Exchange**

Residents are supplied with sheets and pillowcases for their use during

the year. All linen must be regularly laundered. Mattress protectors must be used at all times for personal hygiene and asset protection.

Residents can exchange their bed sheets and pillow cases weekly for a clean set at the Residential Services Office or the Stables laundry at Moginie. The cost of this service is included in your accommodation fees. Linen exchange day and hours will be advised.

Students may bring their own blankets, pillows and duvets or purchase a bedding package containing a continental quilt, polar fleece blanket and pillow for \$80. This package can then be taken away at the end of the year.

### **Liquor Ban – City**

The Palmerston North inner city liquor ban is a community safety initiative to benefit the wider community. Residents are reminded that (by law) they must not possess liquor or consume liquor within the liquor control area. The liquor ban area is bounded by Ferguson, Princess, Grey, Walding, Cook, and Pitt Streets and encompasses the majority of bars and restaurants in Palmerston North city.

Possession of liquor within the area is only permitted if a person is immediately entering or leaving the restricted area to go to premises such as accommodation or a BYO establishment.

If anyone contravenes the ban they will be liable to arrest and a fine up to \$20,000.

### **Littering**

Littering around the Halls can become a major problem and is very unsightly. Residents are encouraged to respect the campus environment and refrain

from littering. Please use rubbish bins provided in the Hall and surrounding campus grounds. This includes the disposal of cigarette butts which must be placed in the receptacles provided in the designated smoking areas.

Any resident found to be throwing litter out their bedroom window will be dealt with as a disciplinary matter.

### **Lock-outs After Hours**

Residents are responsible for ensuring that they have their keys and access cards with them at all times when they are outside of the Halls. Residents are not encouraged to rely on other residents or RAs for access if they have left their keys behind.

Residents who accidentally lock themselves out of their bedrooms or Hall during office hours (i.e. Monday to Friday 8.30am to 5pm) must find their RA(s). If your RA(s) is not in their room, please contact Residential Services Office.

Residents who accidentally lock themselves out of their bedrooms or Hall outside office hours (i.e. Monday to Friday 5pm to 8.30am the next morning and during the weekends) must contact their RA(s). If your RA is not in their room, please contact the Duty RA - the number is on your RA(s) whiteboard. If this becomes a regular occurrence the resident may be subject to disciplinary action.

### **Lost and Found Property**

Massey Security is the first place to enquire if you have lost property, or if you have found lost property to hand in. If you have lost or found something please notify your RA.

## M

### Mail and Communications

All resident mail and parcels are delivered to the Residential Services Office and can be collected during opening hours. A card will be put into the mail for your Hall notifying you of any parcel items awaiting collection. Student mail is delivered by the mailroom each morning and is available after 10am. Residents must present their Massey student ID card and the notification card to collect parcels, courier items and registered mail.

For all residents (except Atawhai) your postal address is:

Mr/Miss B. A Resident  
(write your name here)

[ ] Hall  
(write your allocated Hall name here)

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

For Atawhai residents your postal address is:

Mr/Miss B. A Resident  
(write your name here)

[ ] Number of your unit

Keiller Place  
Palmerston North  
New Zealand

The physical address of the Residential Services Office for delivery of items such as courier or freight items is:

Mr/Miss B.A. Resident  
(write your name here)

C/o The Residential Services Office  
Cnr University Drive and Rehab Rd  
Turitea Campus  
Massey University  
Palmerston North  
New Zealand

As a resident in the Halls you are expected to keep up to date with information posted on the Hall notice boards. A copy of the Halls Newsletter is delivered to each resident periodically detailing important information and upcoming events, activities and notices.

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

### Maintenance/Repairs

The infrastructure of all Halls and furnishings is to be maintained in a good state of repair. Any repairs or faults with your bedroom or Hall should be reported immediately at the Residential Services Office. It may be easier for you to report the maintenance problem using the online web system. We will give you a separate brochure with detailed instructions on how to use this system when you arrive. The problem will be assessed by Campus Living and then 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 security 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 independently. The university will source those from the preferred supplier list, who are fully familiar with the campus. If a resident engages the services of a contractor it is likely that they will be charged to have the work accredited and inspected or redone.

For anything other than normal wear and tear, residents will be charged for actual costs (supported by invoices) 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 responsible cannot be identified the residents of the Hall will be charged collectively. These charges will be charged at the time of the incident and must be paid within seven days. (In exceptional circumstances, other payment options will be considered.)

### **Marae - Te Kupenga o Te Matauranga Marae**

Te Kupenga O Te Matauranga is the heart of the Hokowhitu site for Māori students, staff and the wider community. The Marae is a centre for whanau and cultural activities that enhance Massey's commitment to the principles of the Treaty of Waitangi.

### **Medical Assistance and First Aid**

If a resident requires medical assistance or first aid they must contact the Duty RA immediately. All Halls Community staff are fully trained in First Aid and able to assist in such situations. Each RA is supplied with a First Aid kit for such situations.

The Duty RA will contact the Duty Manager in serious cases for a decision whether to call an ambulance or seek further medical assistance. When the Halls Community Group is not immediately contactable, residents must call Emergency Services immediately:

Phone 111, ask for AMBULANCE and clearly state your name, your location, your contact phone number and what the problem is. Once you call 111 from a cell phone your phone will automatically block any other calls except those from Emergency Services.

Note: It is always helpful for ambulance staff if they are met at the gateway to the university and/or the entrance to the building. Ring Security on extn 5030 to arrange for assistance.

### **Medical Disclosure**

Please refer to the sections on Illness or Accident, Communicable Diseases and Mental Health. To ensure the Halls Community Group can assist residents in the unlikely event of an emergency or other incident in the Halls 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 the Halls Community Group 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 administration needs, they must notify the Halls Community Group. Such medication must be identified in the medical information section of your residency agreement.

Any resident who has been prescribed with medication but is unable to properly administer this medication independently must notify the Halls Community Group.

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 Medical Centre, Student Counselling staff or their chosen health professional.

The Halls Community Group and other residents are not permitted to hold or administer a resident's medication, unless in an emergency situation and only then after seeking approval from the Duty 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 either their RA, their Halls Assistant Community

Manager, Student Counselling Service, or Massey Medical Centre staff.

Any resident with a diagnosed condition should notify Halls Community staff, Student Counselling, or Disability Services, so that long term support can be provided if required.

## **Modification to Buildings**

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

## **Motorcycles and Scooters**

All motorcycles kept on campus must be registered at the Residential Services Office and parked only in the designated areas. Motorcycles cannot be parked inside any of the Halls buildings or courtyards.

## **Music and Performance Room**

Residents are encouraged to keep up with their interests outside study. For those who play an instrument or sing, a music room is available for practices in the YFC Building. Residents will need to bring their own instruments and equipment. Details of music teachers, groups, and facilities in Palmerston North are displayed there.

## **N**

### **Noise and Quiet Hours**

Central to academic success is the ability to concentrate on study and to sleep well. The Halls are intended to provide a study focused living environment that is supportive to 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 to be no noise in or around the Halls after 10.30pm each night.

Your RA has 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 noisy stereos or other equipment if they are a disturbance to others.

### **Notice boards**

Notice boards in and around the Halls are for resident information and notices about events and activities. All posters must be authorised by Halls Community staff prior to display and any resident wishing to put up a poster must first seek approval.

## **O**

### **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 Days**

Massey University holds Open Days for prospective students twice a year. These days are normally held in August and typically over 2000 prospective students come onto campus. Open Days are a very important activity for the University and, as such, exemplary behaviour is expected from all Halls residents on these days.

Tour groups are taken through the Halls 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.

## **P**

### **Palmerston North**

They don't call Palmerston North 'Student City' for nothing! It has everything you would expect a large city to have, but it is compact and convenient, affordable, and best of all – student friendly!

With around a third of the city's population of 78,000 between the ages of 15 and 25, it is a young person's city, with a wide range of cultural, sport, leisure, and outdoors activities and events.

Culturally Palmerston North has all bases covered with: live theatre, bands, orchestra, choirs, kapa haka, a multiplex and arthouse cinema, dance and music teachers, and many practising artists and galleries. City resources also include Te Manawa – an exciting combination of Art Gallery, Museum and Science Centre – and the majestic Regent Theatre (where you will graduate) which hosts many national and international performances.

Sport and off-campus adventure is a large part of student life here, with world class athletics facilities. The Sport and Recreation Centre (Manawatu's best gym) the Institute of Sport and Rugby and the Equestrian Centre are all located on campus, some of the best mountain bike tracks are just down the road, and in the city is an indoor sports arena, the Lido and Freyberg Pools, and Arena Manawatu – home to many regional and national events.

If you enjoy a leisurely approach to life, the city is teeming with restaurants, bars, cafes, and a fun and exciting nightlife. There are free buses into town and helpful safe-city hosts in the inner city to make sure when you go out on the town you have a safe and enjoyable time. Shopping in Palmerston North is practically a hobby in itself and the city centre has loads of great shops – both boutique and high street chains.

If you're into the outdoors there are the Tararua and Ruahine mountain ranges, Himatangi Beach, the Manawatu River, and we're only a couple of hours away from the North Island ski fields. For those who prefer a more low key approach there's a vast network of walkways throughout the city and surrounding countryside and some lovely parks and reserves to enjoy, including the Victoria Esplanade.

So, get out there and explore the city. The opportunities are there and it's up to you to make the most of them. Check out the Student City website for more details on the wide range of clubs, events, activities, and resources the city has to offer. [www.studentcity.co.nz](http://www.studentcity.co.nz)

## **Palmerston North Visitors' Accommodation**

There is a wide range of accommodation available for short term and casual visitors to Palmerston North – useful for when friends and family come to visit. Check out the Destination Manawatu website <http://www.manawatunz.co.nz/> for places to stay and things to see and do when you are expecting visitors. You can also use Wises <http://www.wises.co.nz/> for online maps of the city.

You may be wondering if there is life after the Halls and where you will live in your second year at university. If you want, you may be able to continue living on campus. If not, you'll be pleased to know that there is an abundance of accommodation options in Palmerston North, including flatting, private boarding, homestays, private hostels, and apartment dwelling. Towards the end of the year we provide a First Time Flatters' Guide full of tips, advice, and information – everything you'll need to know to live independently in Palmerston North.

## **Pets**

Pets are not permitted in residential accommodation, with the exception of small fish, which are allowed to be kept within your own room. Any acts of cruelty towards animals will be viewed seriously and dealt with as a disciplinary issue.

## **Photographs**

For safety reasons, all residents are required to supply a good quality, recent colour passport photo with their applications. Photographs of residents will be held with the Halls Community Group and the Residential Services

Office. Photographs may be used by the Halls Community Group for identification purposes. All photos are destroyed at the end of the year of residency and will not be returned.

All residents who have not provided a photo will be photographed at the time they collect their keys so we have an up to date photograph on file.

### **Police Checks and Criminal Convictions**

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

**Note:** Residents are required to disclose any criminal convictions other than speeding on their applications. Failure to do so could lead to eviction. This is in the interests of protecting the safety of other residents and the wider university community.

### **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 personal 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 the Halls Community Group and Campus Living will be destroyed once the term of residence has finished and both parties have fulfilled the conditions of their residential agreement.

Residents must provide the Halls Community Group with their Massey University student ID number to enable Massey University to:

1. Confirm full time enrolment at Massey University
2. Ensure ID cards are encoded to allow meal access at the food court
3. Provide statistical information concerning residents.

The Halls Community Group and Campus Living 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.

At the start of each year, residents within each Hall will determine whether or not they will place a resident list

beside the public telephone. It is a personal choice of each resident whether his or her name is written on this list.

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.

### **Private Parties**

Private parties or functions are not permitted in communal or bedroom areas in the Halls. Only social events organised for the Hall that have been authorised by the Halls Community Group are permitted. Residents celebrating birthdays or other special events are asked to respect the rights of other residents to a quiet environment to sleep and study. Please take private parties and celebrations into the bars and restaurants in town.

### **Pornography**

Any material that is pornographic in nature is not permitted within the Halls and environs. This includes material such as posters, 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.

## **R**

### **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 ask that you are tolerant and understanding of others and their differences.

Racial discrimination will not be tolerated on any grounds, this includes: speech, actions, or crimes on the basis of colour, race, ethnicity, or cultural affiliation.

### **Regional Facilities Management (RFM)**

RFM provides a wide range of infrastructure support and logistics services on campus, including all aspects associated with Massey University's buildings and grounds, security, traffic and venue management. They are located on Colombo Road.

### **Residential Agreement**

**When you sign your residential agreement, you are entering into a relationship with both Campus Living and Massey University (with Spotless Services providing catering). 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 the Halls is the**

**concern of the Halls Community Group. This information provides the Halls Community Group 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 this 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 fall under four main categories, being:

- **Right of occupancy** – basically this is use of a room, and access to and use of the communal spaces and services within the Halls
- **Meal services** – There are two catered meal plans, either dinner only **or** breakfast and dinner. Meals are taken in the central food court located on concourse. You can expect a choice of tasty and nutritious meals with a menu that changes daily. Occasionally meal swaps may be organised within your Hall for special events. 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 common areas in the large Halls are cleaned daily during the week and common kitchen and bathroom areas in self catering units are cleaned

weekly. Your cleaner will have access to your Hall and should be treated with respect and courtesy. Individual bedrooms are only cleaned between residencies. During the residency you are responsible for the cleanliness of your room. As a resident you are also responsible for the cleanliness and tidiness of the common areas. Basic rules are: if you get it out, you put it away; if you make it dirty, you clean it up

- **Maintenance services** – You can expect all equipment in the Halls 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 the 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 agreement**

**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 (either 31 or 35 weeks).**

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 (i.e. quieter Hall, cheaper Hall, other catering arrangement etc.). You would need exceptional reasons to decline the alternative accommodation.

Applicants must obtain a form from MUSA, the Halls Community Group or the Residential Services Office. This form outlines the process that must be followed before an application can be considered.

A panel comprising members from the Halls Community Group, Campus Living, and MUSA will meet within 5 working days of receipt of an application. This panel will determine whether to grant the release and the length of the notice period that will apply. Residents who have worked with the Halls Community Group to remedy the situation will be favourably considered.

If you are an intending Aviation, Certificate of University Preparation or Vet student see **Special Accommodation Terms for Aviation, Certificate of University Preparation and Vet Students.**

### **Residential Services Office**

The Residential Services Office is the place to go for all your Halls related enquiries and services such as:

- Signing your Residency Agreement

- Collecting and returning your keys
- Paying your accommodation fees and accommodation fees queries
- Collecting your personal mail, courier items and parcels
- Applying for a release from your Residential Agreement
- Applying to change bedrooms or Halls/Flats
- Organising a personal phone or internet connection in your bedroom
- Logging a maintenance job if something needs repair or replacement in your bedroom or Hall
- Logging a cleaning service request or problem
- Notifying a change of personal details for Halls records (ie. name change, next of kin or emergency contact details change)
- Organising a parking permit/swipe card
- Weekly bed linen exchange
- Replacement light bulbs, extra rubbish bags or toilet paper etc.

### **Room Checks, Inventory and Condition Reports**

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

Room Inventory forms are provided at the beginning of your accommodation contract. These forms **MUST** be checked, signed and returned within the first 7 days of your residency. (A copy of the completed form will be returned to you).

If these are 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 made good straight away. See also **Deposit/Bond** and **Maintenance/Repairs**.

### **Rubbish and Recycling**

Please respect your fellow residents and the beauty of this park like campus and refrain from littering. We encourage all waste minimisation initiatives and encourage residents to recycle where possible. Recycling bins for paper, plastics, cans, and glass are provided throughout the campus, but if you have any other ideas to rethink, reuse, recycle, please let us know as we may be able to provide resources to assist.

Residents are responsible for disposing of all personal rubbish in the rubbish bins provided within bedrooms and communal areas. Large waste bins and recycling bins are also located within each Hall for resident use. Ensure you wrap smelly and sharp objects to prevent injuries and to discourage pests.

Residents in self catered areas are responsible for disposing of their full kitchen rubbish bags. These bags **MUST** be placed in the large skip bins located outside the Halls. There is only a once a week cleaning service provided for self catered Halls – so please do NOT leave full rubbish bags either in or outside your flat – this is a health hazard – please take them to the skip bin.

Residents are encouraged to report the licence plates or personal descriptions of anyone, including non-residents,

seen to be dumping rubbish illegally in the Halls bins. Such people will be trespassed by Massey Security.

During the busy move-in and move-out periods residents must dispose of any packaging rubbish, boxes etc. in the large skip bins. Please do not stack your personal rubbish next to overflowing small Hall bins – this causes damage to flooring and wall surfaces, hygiene issues and can attract unwanted pests.

For extra rubbish bags, please contact the Residential Services Office.

## **S**

### **Sanctions**

A sanction is the result of a breach of the residential agreement and is determined by the Halls Community Group after investigation of an incident. See also **Behaviour Code** and **Discipline**.

### **Security**

Massey has an on-campus security service available 24 hours, 7 days a week, as well as a co-located Community Constable office. If you have any concerns or problems relating to personal safety, property theft/damage, suspicious activity, or require assistance for any reason, please contact Campus Security. The Security Office can be found within the Regional Facilities Management (RFM) compound on Colombo Road, and there are a number of Help Points around the campus. You can contact them on (06) 350 5030 or extension 5030 from an internal phone.

Please don't assume there is no crime on campus. Unfortunately, thieves do target universities and student

areas, particularly vehicles, unlocked offices, libraries, cafeteria, and student bedrooms with unlocked windows and doors. Thieves caught on campus in the past have looked and acted exactly like students – so are well versed in the art of looking the part.

To help ensure you and your belongings are safe, keep your bedroom door and windows locked whenever you are absent. Please do not wedge open Hall doors with mats or chairs – this is an open invitation to any thief. Don't leave valuables such as laptops, wallets, cash flow or credit cards, passports, jewellery, i-pods or other easily portable items in view of windows. The Halls Community Group has a safe for storage of valuable items on a long-term basis if necessary.

If you notice anyone suspicious hanging around your Hall, or car park, contact Security immediately – better to be safe. Please read the section on **Insurance and Liability**.

Please report immediately any damage to the security gates or exit doors in your Hall.

### **Self-harming Behaviour**

Any behaviour that is considered destructive to yourself or others in the Halls is not permitted and may result in disciplinary action.

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, cutting, or unsafe sexual practices, talk to your RA or Halls Assistant Community Manager. They may be able to offer solutions or can refer you to specialist help if necessary.

### **Semester Dates**

NB: Accommodation contract dates may differ slightly

#### **Semester One:**

23 February 2009 to 20 June 2009

#### **Mid Semester One Break:**

10 April 2009 to 24 April 2009

#### **Study Break:**

2-5 June 2009

#### **Mid Year Break:**

22 June 2009 to 10 July 2009

#### **Semester Two:**

13 July 2009 to 11 November 2009

#### **Mid Semester Two Break:**

24 August 2009 to 4 September 2009

#### **Study Break:**

19-23 October 2009

### **Sexual Assault**

Any unwanted or unwelcome 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 the victim of sexual assault we urge you to seek assistance from a Halls Community Group staff member, Doctor or Police Officer. Confidentiality will be maintained at all times.

If you are accused of sexual assault, we suggest you seek assistance from a Halls Community Group staff member, an Harassment contact person or MUSA Advocacy 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.

UniQ is the student support group on campus for gay and lesbian students and more information can be found on their website: <http://www.malgraclubq.org.nz/uniq/>

## **Shops/Student Centre**

A variety of shops including Bennetts University Bookshop, a travel agency, banking services, a café and more are located in the Student Centre complex on the main concourse.

## **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 Massey Community Constable. No stolen signage is to be stored in the Halls. Any stolen signage or road cones found will be confiscated by Massey Security and the residents responsible may face further disciplinary action.

Room Number Stickers - these must not be removed and/or changed under any circumstances. They are there for student protection and also as a safety measure in case of emergencies. The replacement charges for any room numbers found to be changed

or removed will be charged to the student's account.

## **Skateboards, Scooters and Rollerblades**

Residents who use skateboards, scooters or rollerblades are asked to respect other pedestrians using the pathways around the Halls. 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, scooters or rollerblades inside Halls buildings and courtyards. Scooter owners must use the designated motorcycle and bike storage facilities situated around campus.

Residents must also be aware that in storing their scooters on campus they do so at their own risk and Massey University and Campus Living take no responsibility for loss or damage that may occur.

## **Smoking**

All Halls are designated smoke-free and smoking is **not** permitted inside or outside of any Hall buildings. Any residents found to be in breach of this rule will be fined instantly and may be evicted as a result of breaching the residential agreement.

Residents are only permitted to smoke in the designated areas provided on campus. Check with your RA as to where the designated smoking areas are for your Hall. Cigarette butts must be safely disposed of in the receptacles provided. For further information refer to Massey University **Smoke-Free Policy**.

## **Smoke-free Policy**

All university workplaces and vehicles are totally smoke-free. Campus grounds are to be smoke-free with the provision of designated smoking areas. The Smoke-Free policy applies 7 days a week, 24 hours a day. All residents and their guests or visitors are expected to abide by the Smoke-Free policy.

Smokers who do not follow the policy may have to reimburse the university if the university is fined as a result of a person smoking in an indoor place.

Information on stopping smoking is available from public health units or Massey Medical Centre.

## **Social Funds**

Each Hall is allocated a social fund. This Hall social fund is to be used to finance Hall events and activities during the year in order to foster community spirit and resident involvement in campus life. Halls social funds can only be accessed by the Hall RA and cannot be used for the purchase of alcohol or illegal substances or activities.

All purchases must first be approved by the Halls Community Group and correct quotes, GST receipts and invoices provided for accounting purposes. Any authorised out-of-pocket expenses relating to Hall activities incurred by a resident(s) will be reimbursed by the Halls Community Group with the provision of a GST receipt.

Halls are encouraged to make full use of their social funds during the year, as money will not be refunded at the end of residency. Activities or events must be agreed upon by an elected social committee and the Hall RAs and must benefit or involve the majority of residents in the Hall.

Halls social accounts can be used to buy recreational equipment, but such purchases must first be approved by the Halls Community Group and remain as part of the Hall equipment at the end of residency.

## **Special Accommodation Terms for Aviation, Certificate of University Preparation and Vet Students**

### **Aviation Students**

Students who are in their first semester of studies towards the degree “Bachelor of Aviation – Air Transport Pilot” are required to let Campus Living know in writing at least two weeks before the end of the first semester as to whether or not they will continue to stay in the Halls for the second semester. This is as a result of increased flying time required in the second semester and hence only applies to students in this situation. Failure to give notice of intent will be regarded as an intention to stay in the Halls. Therefore, you will have to pay for the second semester as other students who might have been able to stay in the accommodation could have been turned away.

A significant proportion of the Bachelor of Aviation – Air Transport Pilot programme is delivered at the Milson Flight Systems Centre (MFSC) located approximately 15km from the main campus. As programme delivery times are often different to the general University schedule, public transportation schedules between the main campus, the City and MFSC are not adequate for this purpose. Transportation between the University campus and MFSC is the responsibility of the student.

## **Certificate of University Preparation Students**

Certificate of University Preparation students who do not get accepted into a University programme or who choose not to continue into a University programme in Semester 2, can apply for a release of their contract without the normal two weeks notice required for withdrawal from the University. You will need to let us know by 7 July if you are not continuing with your studies at Massey University, Palmerston North. If there is a delay in the release of the results, the final date for notification will adjust accordingly. You will need to provide written evidence that you have withdrawn from the University.

## **Vet Students**

Vet students who do not get accepted into the vet programme for semester two, and who are not continuing with an alternate course of study at the Palmerston North campus, can apply for a release of their contract without the normal two weeks notice (the notice normally required if you are withdrawing from study). You need to let us know by 7 July if you are not continuing study at Massey University, Palmerston North. If there is a delay in announcing the results of the vet programme, the date will adjust accordingly. As long as you let us know by this date, you will not be liable for any fees for semester two. You need to provide proof (copy of letter) that you have not been accepted into the vet course, plus evidence that you have withdrawn from the university.

## **Sport and Recreation**

### **Recreation Centre**

The Recreation Centre is located immediately adjacent to the sports fields

and courts, and offers a full range of indoor sports (including leagues and squash) cardio, weights, recreation programmes and equipment hire. There is a charge for group exercise classes (including Les Mills pump, step and spin classes) and use of the Training Room. Equestrian Centre Arena passes are available at reception. For more info check out the website: <http://recreation.massey.ac.nz>

### **Manawatu Community Athletics Track**

Massey University is home to the Manawatu Community Athletics Track which is located behind the Institute of Rugby on Albany Drive. The complex includes an 8 lane all weather athletics track, throwing circles, jump runway and pits, pole vault and high jump areas, steeplechase water jump, centre field and practice throwing area. A variety of athletics equipment can also be hired from the Recreation Centre.

### **Institute of Sport and Rugby**

The Institute of Sport and Rugby is located at Turitea behind the Orchard Road carpark. The Institute is for high performance sports development training and also a conference facility. It was built to develop all areas of the game of rugby in New Zealand, including coaching, playing, refereeing and managing. It links in with Massey's academic programmes, helping better prepare this country's professional sports people and offering unparalleled research opportunities. It is used by many other sports codes, as well as rugby, and by corporate and community groups.

### **Spotless Services**

Catering is contracted out to Spotless Services. The contractor is based in the

food court in the Student Centre, but those wishing to request a meal service can do so through the Residential Services Office.

### **Starter Pack**

On arrival at the Halls you will be supplied with a “Starter Pack”. This will consist of: a dinner plate, side plate, cereal bowl, coffee mug, water tumbler and a knife, fork, spoon and teaspoon. This will be yours to take with you when you leave. The cost for this (\$20) is included in your weekly accommodation fees.

### **Storage During the Breaks**

Residents can arrange for their personal belongings to remain in their bedroom and for it to not be used for extramural residents or conference guests during mid year breaks (except for Matai and Totara Halls). Residents need to inform Campus Living two weeks before the break whether they will be staying or storing. If you do not advise Campus Living of your intention, or return your keys, you will be charged full occupancy accommodation fees.

Residents must be aware that in storing their belongings they do so at their own risk and Massey University and Campus Living take no responsibility for loss or damage of any belongings stored in bedrooms over semester breaks. Residents need to ensure that their room doors are locked before returning their keys to the RSO for breaks.

The storage option is strictly for storage only and does not entitle residents to occupy the room. If a resident is found to be staying in their room, whilst supposedly only storing their gear, the resident will be charged at the full weekly rate.

### **Student Code of Conduct**

All Massey University students agree to abide by the Massey University Student Code of Conduct. All Halls residents agree to abide by this Code of Conduct also.

### **Students’ Associations**

The following students’ associations represent internal students:

- **Manawatahi – Maori Students’ Association**  
Manawatahi is the Māori Students’ Association Roopu at Turitea. Weekly meetings are held in Te Atawhai (Māori students’ common room, Student Centre).
- **MUCESA - Massey University College of Education Students’ Association**  
MUCESA is a student board that provides representation for all students at the College of Education. They are located at the Hokowhitu site.
- **MUSA - Massey University Students’ Association**  
MUSA is your Student Association. You elect them and they represent your interests. Services include representation, liaison/advocacy for complaints, free weekly newspaper *Chaff*, Radio Control 99.4 FM, a quiet space, and shop. You’ll find MUSA upstairs in the Student Centre (opposite the Library).

### **Student Centre/Shops**

A variety of shops including Bennetts University Bookshop, a travel agency, banking services, a café and a chemist are located in the Student Centre.

## **Student Learning Development Services**

Student Learning Development Services staff provide a range of academic help and study support for students at all levels from undergraduates to PhD candidates. Services include writing skills, learning skills and numeric skills.

The Student Learning Development Centre also runs the Halls study support programme called PASS for residents.

There is also a range of services for students with physical, sensory and specific learning disabilities, as well as students managing mental health issues, long-term injury or illness and students who are deaf.

Now located in the Geography Building on the concourse.

## **Student Life Services**

There are so many services and facilities available on the Turitea campus that it is practically a city in its own right. While it can be confusing to begin with, you should try to imagine the Ring Road (University Avenue) as a wheel, with the Concourse as the hub and you'll start to get your bearings.

Concourse is truly the heart of the campus and where important facilities such as the Library, Student Centre, and Food Court are to be found. It's also home to the Registry where you will find many Student Life Services including Campus Information, Careers Advice, International Student Support Offices, Student Finances, the Cashiers, Medical Centre, and Student Counselling. You'll also find many of the larger lecture theatres and computer labs along here. If you start at Concourse, you're sure to find a friendly face and someone to point you in the right direction.

Look out for those wearing green shirts in the first few weeks. The '**Green Shirts**' are specially selected students and staff who are trained to give correct directions. Most other people are generally lost also, so don't imagine you are the only one who doesn't know where things are.

Check-out the A-Z for information on the many facilities and services available to support you whilst you study at Massey.

## **Student Services/Registry Building**

Registry is where most of the Student Life Services have offices and where you can go for general information, enrolment enquiries, and cashiers services. Basically if you don't know where to go for something on campus, start here and the friendly staff will be able to help.

The Registry is also the main hub of many administrative operations for Massey University. The Deputy Vice-Chancellor, Regional Registrar: Student Life, and other key figures in the university have their offices on the upper floors in this building.

## **Accommodation Office**

The Accommodation Office provides advice and information on living in Palmerston North and is situated in the Registry Building, Level 2.

## **Cashier's office**

You can pay your academic fees or any fines you may have incurred at either the cashier's office in Registry or in the Te Ara Building on the Hokowhitu site. Payments by cash, cheque, Eftpos or Visa, Mastercard and AMEX are accepted. You can also load money onto your student ID at the cashier's office for computer printing or photocopying.

### **Finance Office**

The finance office is located in the Registry Building, Level 2, and students can seek advice and information about budgeting and finance, and scholarships available for study at Massey. This office also links in closely with StudyLink and there is a StudyLink Officer situated in the Registry foyer on most days.

### **Student Counselling Service**

Student Counselling Services are located in the Registry Building, Level 1. Counselling services are free to all students at Massey and can provide one-off or ongoing support, as well as assessments for impaired performance, and career advice.

### **International Students' Support Office**

The staff in this office provide support, resources, and facilities for international students. They are found on Level 2 of Registry.

### **Massey Medical Centre**

Medical services are free to Massey students throughout their study with Massey (provided they have enrolled the Centre as their PHO). GP services are provided by doctors and nurses on staff. Massey Medical is located in the Registry Building, Level 1.

### **Campus Information Services**

This is a one-stop point of access for information about the campus, the University, and its services. If you have a question and don't know where to go, start here. Campus Information is located in the Registry Building, Level 2.

### **Tangata Whenua /Pasifika Student Services**

Kainga Rua and Fale Pasifika are great places to study for tangata Whenua

and tangata Pasifika, where students can meet mentors and peer tutors for assistance. A shared kitchen, computers and resources are also available.

### **Sub-letting**

Residents are not permitted to sublet their bedrooms or any other communal area of the Hall building to others. Any resident found to be breaching this regulation will be subject to disciplinary action.

### **Surveys - Student Surveys**

There are two resident survey campaigns carried out annually in the Halls in order to gauge how residents are finding their residential experience. A survey is carried out each semester and data is collated and presented to interested parties. The Halls Community Group, Campus Living, Spotless and the wider university find the feedback from these surveys invaluable for planning improvements, and highlighting issues in the Halls that need addressing.

## **T**

### **Taxi services**

In light of promoting anti-drink-driving we encourage residents to use the free bus service or pay for taxi transport when they are drinking and socialising in the city. Residents are reminded that failure to pay taxi fares, damaging vehicles or abuse towards drivers is not acceptable and will be treated very seriously as it brings the University into disrepute.

Any taxi services found to be operating unlawfully or allowing passenger overloading will be barred by the Massey Community Constable from

servicing the campus. This is to protect the safety of residents who use taxi services to and from campus. Please report any incidences of concern regarding taxi services immediately to the Halls Community Group.

### **Telephones**

All Halls have access to a communal telephone. The telephones are for residents to make emergency calls and to receive and make personal calls. The communal telephones provided are not to be used for personal internet connection. Any student found engaging in this type of activity will be dealt with appropriately under the Halls disciplinary process.

Personal telephone lines can be connected in resident bedrooms on a user-pays basis. Campus Living acts as an agent for Telecom, the telecommunications provider that supplies the Halls with phone services. All charges are billed to you direct by Telecom on your monthly statement. Residents must supply their own telephone as this is not included in the installation cost. At the start of each semester delays may occur in having your applications processed and phones connected due to the large number of applications. During other times please allow 5 to 7 working days for your phone line to be connected.

To install a personal telephone line in your room, you need to contact Telecom directly by dialing 123. You will be asked to provide your room number, the name of your Hall and the extension number of the nearest Common Room phone to your room.

### **Televisions, Sky TV and Equipment**

All larger Halls are provided with televisions, SKY TV and some have added AV equipment such as video players and DVDs. This equipment must be treated with respect and any damage or maintenance issues reported immediately to Campus Living.

Such equipment is provided for the enjoyment of all residents in the Halls and is not to be used for viewing pornographic videos or DVDs or any other material that may cause offence. Any resident(s) found to be abusing these facilities will be subject to further disciplinary action.

### **Theft**

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

### **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 Halls rules and regulations, commits a criminal offence or makes a public nuisance of themselves.

If a resident is evicted, a trespass notice for the Halls may be issued by the Massey Community Constable barring

the resident from returning to the Halls (unless special circumstances or conditions apply).

## U

### **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. We strongly discourage residents under the age of 18 years from purchasing or consuming alcohol and remind you that there may be legal ramifications – particularly for those that purchase alcohol for you.

## V

### **Vacant Rooms**

Vacant bedrooms, or the furniture or fittings 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 student 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**

Each Hall has a vacuum cleaner for resident use. These vacuum cleaners are distributed via your RAs and must be signed for and returned within 24 hours. Please ensure that you use the vacuum cleaners correctly and read or ask for instructions before use. Residents must empty the bag or container (please do not dispose of the bag unless it is a disposable paper one) before returning

the vacuum cleaner to their RA.

All damage, repairs or parts replacement beyond fair wear and tear to the communal vacuum cleaners will be charged to the resident responsible or all residents of the Hall if no responsibility is claimed.

### **Vandalism**

Vandalism will not be tolerated in the Halls 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 Massey Community Constable.

### **Vending Machines**

Vending machines are managed by the university and as such all damages, faults or issues with vending machines located in and immediately outside Halls buildings must be reported directly to RFM (extn 5888).

### **Ventilation**

Please remember to air your bedroom regularly by opening the windows and doors 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.

## W

### **Withdrawal From 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 Halls Community Group, such as with a Halls Assistant Community Manager, or the Halls Community 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 two weeks paid notice of withdrawal from accommodation. You will have to provide written proof of your withdrawal from University (available from Campus Information in the Registry), and you will remain liable for any accommodation fees up until the end of the notice period.

This option is intended to apply to students 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 student resumes study within the same semester the residential contract 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.

## Y

### **Yearbooks**

Residents are encouraged to create a Hall Year Book to document and celebrate their Hall experience. The cost of printing the Halls Year Books is subsidised from the Halls social funds and an additional subsidy may be made by the Halls Community Group.

All content must first be approved by the Halls Community Group before printing and no material deemed offensive will be allowed to be published.

## **USEFUL PHONE NUMBERS**

<b>Accommodation Office</b>	<b>81041</b>
<b>Campus Living</b>	<b>5056</b>
Careers	5071
Disability Services	7910
<b>Duty RA</b>	<b>027 246 2316</b>
<b>Halls Community Group Office</b>	<b>5555</b>
International Support	5916
Massey Medical Centre	5533
MUSA	4500
Security	(06) 350 5030 extn 5030
Sport & Recreation Services	5080
<b>Spotless Catering</b>	<b>81087</b>
Student Counselling	5935
Student Learning	2251

## **COMPUTER SERVICE**

DURING NORMAL OFFICE HOURS  
extn 5200 to report computer faults  
or email [help.desk@massey.ac.nz](mailto:help.desk@massey.ac.nz)

### AFTER NORMAL WORKING HOURS

Report the fault online

<http://student-feedback.massey.ac.nz/LabFault.aspx> and the helpdesk will attend to it during normal opening hours.

### FOR PAPER AND TONER SUPPLY

extn 2710

## **VENDING MACHINE**

Please report any damage to vending machines to RFM, extn 5888.

