

# CUBE HALL WELLINGTON ACCOMMODATION HANDBOOK







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SUCCEED *Innovate* CARE  
MEET AWHI INVENT TAUTOKO *Enjoy* CONNECT  
COLLABORATE SHARE AROHA THINK  
SUPPORT *aspire* angitu IMAGINE MANAAKITANGA  
RELAX WHANAUNGATANGA *The Cube*



# WELCOME

## WELCOME TO CUBE HALL, WELLINGTON

The Cube consists of 81 self-catered apartments in a residential building where students have a choice of shared or independent living. Massey University manages most units in this building to house its second year (and upwards) students. The Cube is also available for domestic and international students of other tertiary institutions such as NZ School of Dance, the NZ School of Tourism, Otago and Victoria University.

We work towards building a diverse and strong community within our halls and offer an enriching student life experience by providing high quality and safe accommodation, academic support, and fun along the way.

Our on site staff offer a diverse range of residential life initiatives to ensure all residents feel included and participate in our community.



# THE TEAM

## WE AIM TO PROVIDE YOU WITH A UNIQUE ACCOMMODATION EXPERIENCE

Our team works across our 3 Halls in Wellington. The residential staff in the halls are the first point of call for current tenants to discuss any issues, find information regarding events and activities, ask questions about the University, and request any maintenance jobs. They are very knowledgeable and if they are unable to help they will gladly put you in touch with someone who can.

### RESIDENTIAL OPERATIONS MANAGER

Responsible for leading the operations and residential life team at the halls and creating a supportive experience for all residents.

### OPERATIONS

#### Business Coordinator

The BC is responsible for the technical aspect of the halls such as the student accommodation portal and financial planning.

#### Finance Administrators

The FA are responsible for all accommodation related payments, incoming and outgoing and are your first point of call with any rent concerns.

#### Senior Operations Coordinator

This position takes care of R&M planning across the halls and planning inspections.

#### Operations Administrator

The OA is your first point of contact for maintenance and facilities in the halls and ensuring your living experience is pleasant.

### PASTORAL CARE – STAFF WHO LIVE IN THE WELLINGTON HALLS

#### Manager Residential Life

Manager Residential Life has responsibility for designing and implementing the Residential Life Programme for the Massey Wellington Halls of Residence.

#### Residential Coordinators

Residential Life Coordinators are the drivers of event life and in charge of resident related administrative processes. They create a culture of student support and a welcoming community.

#### Residential Life Officers

The Residential Life Officers live on site and support the work RLCs. They help RAs to lead their houses and help develop a stronger community.

#### Residential Assistants

Residential Assistants are senior students who have participated in a comprehensive training programme covering the areas of conflict resolution, listening skills, emergency response, leadership development and first aid. They live in the halls and are residents' first point of contact for resolving any disagreements or issues.

#### Community Assistants

They are The Cube hall residents who help us by monitoring access on peak periods.

# THE CUBE PRE-ARRIVAL

## IN YOUR ROOM

All bedrooms are furnished with the following:

- Double bed
- Desk and chair
- Wardrobe
- Pin-board

All students will receive a brand new mattress protector for their beds. It is compulsory that you use this for the duration of your tenancy

## BRINGING FURNITURE TO YOUR ROOM

All bedrooms within the shared-living accommodation type measure approximately 2.2 by 3.5 meters. The bed and other furnishings take up a large amount of this space and there is no place to store unwanted furnishings on site. It is therefore recommended that students avoid bringing large items of furniture to keep in their rooms.

However there are a few smaller storage related items that most students buy or bring with them:

- A small set of drawers or shelves. Cheap shelves are available at The Warehouse located 500m from the Cube.
- Door hooks that hang over the top of the doors to allow gown and jacket storage.

Refer to our virtual tours online to get a better idea of the room set up!

## DECORATING YOUR ROOM

We understand that most students like to decorate their rooms to give it a more of a personal feel. However, residents are not permitted to fix anything to the walls or ceiling of the apartments with anything other than brand name 3M Command Hooks. This includes no Blu-Tak, nails, pins, screens or other brand hooks.

## PERSONAL ITEMS TO BRING

All residents must bring their own:

- Bed linen, including pillows
- Towels and bathmats
- Coat hangers
- Cleaning materials
- Drawing pins to use in the pin board

## INTERNATIONAL STUDENTS

All international students get a room pack containing basic items:

- Bedding, a duvet, and pillows.
- Bath towels
- A limited set of kitchen essentials

## IN YOUR COMMON AREAS

All shared-living apartments have a separate living area which is furnished with the following:

- Dining table and chairs
- Couches
- Coffee table
- TV table



Please note: the studio apartments have a tv table, 2 wardrobes, 2 desks, a dining table, 2 chairs and two-seater sofa.

## KITCHEN

All kitchens are equipped with the following:

- Stove top
- Oven
- Refrigerator/freezer
- Sink

The studio apartments have a mini fridge and no freezer. Please note, if you would like to use a microwave oven, you will find a designated space in your kitchen. However, you must bring your own microwave oven.

If you are not too keen on cooking, you should consider purchasing a meal package from Tussock Cafe (campus cafe).

## OUR APARTMENTS

All 3 bedroom apartments are the same size. All 5 bedroom apartments are the same size. Some apartments face internally, and some don't. Although we encourage you to tell us your preference, we will allocate what is available in your offer of place.

## PRE-INSPECTING YOUR APARTMENT

While our rooms are generally in good condition, most have a few chips and marks on the walls, especially around high contact areas. It is therefore very important that you record any and all pre-existing damage so that you won't be charged for it when you move out.

Keep a personal record of this. This is something you should do in any rental properties you will move in to. Cloud drives are a great way to store these records.





# THE CUBE ARRIVAL

## GETTING TO THE CUBE

If you are arriving by car we recommend you follow State Highway 1 into Wellington City. This leads you directly onto Vivian Street, the main east bound route through the city. From there you can follow the route marked on the adjacent map.

## PARKING AND UNLOADING

You may access the Cube Hall garage via Hopper Street. The garage is for drop-offs and quick unloading of items – not for parking.

We advise residents and those helping them to have their belongings ready to be quickly unloaded.

There is some on-street parking on Taranaki Street and Hopper Street, but charges may apply.



THE CUBE



MASSEY CAMPUS

# MOVING IN

The start of your tenancy is your Residential Agreement start date. However, to make things easier for Massey and students of other providers, we will offer the following move-in dates:

NZ School of Dance students may move-in on January 24th 2022. These students will receive specific move-in day information via emails around January 17th. Our staff will be on-site to meet them and their whanau.

All other students may move in from Thursday February 10th. These students will receive move-in information via email around February 1st. The information below applies to them.



For students arriving on Thursday February 10th and Friday February 11th, we will have staff on standby so you can collect your keys from 8am and 5pm from the office at The Cube. From Saturday February 12th, you will need to book a time with the office to check in.



Please book your check in via email to our office at least 48hrs prior to arrival.



Things are usually busy on move-in days, so be prepared to wait for the lift and use the stairs. This is a great day to meet the other residents!

For international students, if you need to discuss a different move-in date with our team, please email us at [accommodation.wellington@massey.ac.nz](mailto:accommodation.wellington@massey.ac.nz) to discuss.

Please note, you should contact us at least a week before your arrival as we cannot receive you prior to February 6th 2022.

# YOUR NEW HOME

## YOUR ROOM NUMBER

These diagrams show the layout of the floors in The Cube. Your room number allows you to find your bedroom within the floor. For example, the room number 5D2 represents the following:

- 5 Floor number
- D Apartment letter
- 2 Bedroom number







Please note that all floors are identical, except for the 1st floor which has no 5 bedroom apartments.

**LEGEND**

-  3 Bedroom Apartment
-  Studio Apartment
-  5 Bedroom Apartment

# YOUR FACILITIES

## THE CUBE RA PHONE

### **0800 RACUBE (0800 722 823)**

The Cube RA phone is a free-to-call number constantly manned by accommodation staff. It's the number to call for things like lockouts, urgent after-hours maintenance issues, noise complaints or if you need some information about The Cube. This number is for Hall residents to call 24/7 if they need support. We ask parents not to use this number unless it is an emergency.

## INTERNET

Wi-fi internet connection is included in your contract rates. Access information is provided when residents move-in.

## LOCKOUT SERVICE

There is always someone to assist you if you are locked out. Please contact the RA phone to speak to a staff member if you find yourself locked outside of your room/apartment. Please keep in mind more pressing matters may prohibit these staff from attending to your lockout immediately so you will need to be patient. The first lockout is free but each additional lock out will cost up to \$50. This may seem expensive but a locksmith can cost \$150 or more per call out.

## MAINTENANCE SERVICES

Residential staff work hard to keep the building at the best possible standard. If there is a maintenance issue, residents must log it immediately through The Fix-It portal in the gateway.

## LAUNDRY FACILITIES

Laundry facilities are available on the ground floor of The Cube. Please ensure that you leave the laundry area in a clean and tidy condition after use. Should any of the appliances not be working please let the staff know so that repairs can be undertaken as required. There is no cost to this service but residents are to provide their own washing powder.

## PARKING

Cube residents may apply for parking at KR Hall, which has 25 parks. Email the accommodation office to apply. See costs on the next page. Our staff will only start dealing with these requests after January 20th. We welcome all parking requests, but we will use our discretion to allocate them.

No visitor vehicles are to be parked in The Cube car park. Unauthorised vehicles will be towed at the owner's expense.

The University accepts no liability for loss of, or damage to, a vehicle or its contents parked on the University Campus or at KR Hall. We strongly advise residents to obtain insurance cover for their vehicles and not to leave any valuables in them. Scooter and Motorcycle parking will be made available however, you should note that this area is uncovered. As such, you should bring with you some coverings to protect your vehicle from the elements.

No motorbikes or scooters can be stored at the Cube Hall. Please contact us for scooter parking options.

Wellington offers a comprehensive network of buses and The Cube is located on the edge of the central business district. We strongly recommend that you consider all the options before bringing a vehicle with you.

## BICYCLE AND SKATEBOARD STORAGE

The Cube has a bicycle shed on site. There is a cost for a bike shed key, and more information can be obtained by emailing the accommodation office. Please note that bikes are not permitted inside the Hall. They are not to be left on the ground, against any building or attached to the building in any way.

Skateboards can be stored in rooms, but no skating is permitted in the garage nor in the building.

## MAIL COLLECTION AND NOTIFICATION

Post arrives throughout the day. Regular mail is placed in the letterboxes while parcels and courier deliveries are placed on the foyer shelves.

While the mail drop point is under CCTV and behind the secure building entry doors, in the highly unlikely event that a parcel goes missing, Halls Management will hold no liability for this. Residents should check daily for deliveries.

## RUBBISH AND RECYCLING

Recycling and rubbish facilities are available on the ground floor of The Cube. Recycling of paper, clean plastics, clean cans/tins and cardboard are available. All rubbish and recycling must be disposed of appropriately in each of the bins provided. Please leave the rubbish and recycling room clean and tidy.

### 2022 CUBE HALL FEES (per incident, payable within 7 days of notice)

Lockout	\$20
Lockout (after hours)	\$50
Unregistered guest (per guest)	\$50

### 2022 ADMIN FEES

Bike Storage	\$50 for 42 weeks (limited numbers)
Parking	At KR Hall – \$924.00 a year, \$546.00 per semester or \$30.00 a week for the full 42 weeks.
Scooter Park	Available in limited numbers, contact the office for more info.
Room Change	\$50, if request is approved



# MEAL PLANS

These plans are for Massey University students only, or those wanting to use the Massey campus cafe regularly.

To purchase these plans please visit [massey.ac.nz/student-life/accommodation/halls-of-residence-apartments-and-studio-units/wellington-halls-and-apartments/wellington-accommodation-overview/tussock-cafe-meal-package-online-payment-form/](https://massey.ac.nz/student-life/accommodation/halls-of-residence-apartments-and-studio-units/wellington-halls-and-apartments/wellington-accommodation-overview/tussock-cafe-meal-package-online-payment-form/)

SEMESTER PLANS	YEARLY PLAN
<p><b>Semester 1</b> 12 weeks (includes Orientation Week) \$650 pre-paid with your Hall Fees</p> <p><b>Semester 2</b> 12 weeks – \$600 pre-paid by July 1st</p> <ul style="list-style-type: none"> <li>• \$50 credit accrued per week</li> <li>• Credit accrues during study weeks only and expires on the last day of that semester</li> <li>• The Café offers a diverse range of food options, simply order with everybody else but pay by presenting your Hospitality ID card</li> </ul>	<p><b>15% Discount</b></p> <p><b>Full Year</b> 25 weeks – You get a total of \$1250 credit for the cost of \$1062.50</p> <ul style="list-style-type: none"> <li>• Pre-paid with your Hall Fees</li> <li>• \$50 credit accrued per week from Orientation Week</li> <li>• Credit accrues during study weeks only and expires on the last exam day of the year</li> <li>• The Café offers a diverse range of food options, simply order with everybody else but pay by presenting your Hospitality ID card</li> </ul>

## GENERAL INFORMATION

- Credit can be used in Tussock Café (full menu) located in the heart of campus (meals can be taken away), the Pyramid Café and the Museum Café, which have limited options.
- The Café offers a diverse range of food options, simply order with everybody else but pay by presenting your Hospitality ID card.
- All packages non-refundable after Halls withdrawal date:  
Sem 1 – Nov 28th 2021, Sem 2 – July 23rd 2022, Yearly – Nov 28th 2021
- Credit is not transferable. Expired credit is not refundable
- Alcohol and gift vouchers cannot be purchased with package credit
- Tussock Café hours are 8am to 4:30pm – Mon to Fri on study weeks.  
During break hours are 8am to 3:30pm
- This programme is managed independently by Tussocks. Queries and concerns must be directed to them.

# TUSSOCK CAFÉ MENU

MONDAY – FRIDAY 8:00AM – 4:30PM

MENU ITEMS	PRICE
Freshly made sandwiches	\$4.70
Filled bagels, wraps, and paninis	\$5.50
Soup of the day	\$8.50
Burgers and fries	\$12.50
Bacon and eggs on toast	\$9.00
Ham, tomato and spinach quiche	\$4.50
<b>Plated vegan meal</b>	\$11.50
Falafel bites, grilled pita bread, hummus	
Smoked chicken salad	\$12.50
<b>Take away salads</b>	S \$5.50
Examples include: potato kransky	L \$7.50
Asian noodle, Moroccan chickpea	
<b>Hot meal of the day</b>	\$6.90
Examples include: lasagne, mac and cheese, chicken curry, vegetarian dahl	
A selection of cakes and slices	\$2.80
Scones and muffins	\$3.50
Fresh juices, smoothies and milkshakes	\$5.00

## GENERAL INFORMATION

- A wide selection of gluten free and vegan items are available
- Prices are indicative and subject to change
- Menu items are indicative and subject to change

# YOUR COMMUNITY

## YOUR NEW HOME

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

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

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

## YOU WILL PLAY AN IMPORTANT ROLE IN YOUR COMMUNITY THROUGH:

### RESPECT

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

### TOLERANCE

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

We encourage a tolerant community where differences are valued.

### SUPPORT

We have a support network to assist you in your journey. We highly recommend that you utilise this service.

## INVOLVEMENT

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

## TEAMWORK

In our communal areas, you will be sharing these spaces with other. This requires you to be considerate of each other, share the facilities and tidying up after ourselves.





# LIVING TOGETHER

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



Learn people's names,  
it makes them feel special



Respect people's personal space,  
they will do the same for you.



Clean up after yourself in common areas,  
a clean environment goes a long way.



Be mindful when cooking and preparing food,  
we all have different tastes.



Think of others before making a lot of noise, whilst you  
may have a day off, someone may have an assignment  
to complete.

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

# YOUR SAFETY AND WELLBEING

## WELLBEING AND SAFETY AT THE CUBE

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

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

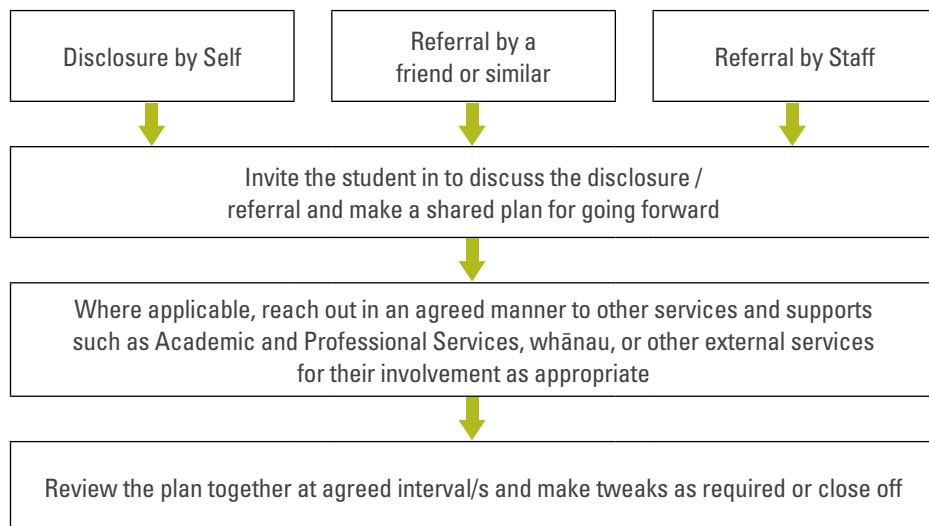
treated with respect and confidentiality. We will work with you, not for you, as we look for solutions together.

It is also important to understand that as we live in a communal setting as Halls of Residences, just as we have responsibility for the individual, we also have responsibilities for our community. For this reason, there may be times we need to have difficult conversations about the impact of individual needs and circumstances on the wider community. Once again, we aim to work openly and collaboratively with you and other supports or parties in this regard, and so expect your cooperation and understanding in return.



## HOW WE HANDLE WELLBEING CONCERNS AND DISCLOSURES

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



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

# YOUR RESPONSIBILITIES

Massey Accommodation maintains community standards that centre around the Massey University Student Code of Conduct, consideration for others, safety, resident welfare and the protection of property.

When you accepted your offer of place with us, you agreed to adhere to these standards, listed as Schedule B in your contract.

## ABUSIVE OR THREATENING BEHAVIOUR

We have the expectation of a safe, peaceful work and study environment within our community. Any behaviour considered to be threatening or abusive will result in disciplinary action.

## ALCOHOL POLICY

We are opposed to excessive and irresponsible consumption of alcohol. Moderate consumption of alcohol is permitted within accommodation as long as the following conditions are met:

We only allow certain types of alcohol and it is only permitted within designated areas and timeframes.

The Accommodation Team reserve the right to refer residents with a pattern of excessive alcohol consumption to Student Health. Alternatively, the resident's parents or guardians may also be contacted if there is a concern about the safety and wellbeing of the resident.

Intoxicated guests or visitors are not permitted in accommodation and will be asked to leave.

The Accommodation Team have the right to confiscate and destroy any non-permitted items and any alcohol being consumed in non-designated areas.

Open vessels are not allowed in common areas and hallways. Each time an RA finds a resident with an open vessel a record is made. Residents found repeatedly breaching this rule will be subjected to our disciplinary processes.

## UNDERAGE DRINKING

Residents under the age of 18 years will not be able to consume alcohol and there will be legal ramifications for those who purchase/supply alcohol for others under the age of 18.

## NOISE

We should, at all times, show regard and consideration for others in our community. We should be particularly mindful of the noise generated from normal activities such as holding small gatherings, skyping friends and family, watching movies, playing computer games, returning late at night or waiting in a common area for lift.

Excessive noise may result in disciplinary action.

No amplifiers may be used in rooms or common areas – small bluetooth loudspeakers are okay.

Halls of residence are naturally noisier than our family homes, so tolerance is required.



# OUR RESPONSIBILITIES

## THE PASTORAL CARE CODES OF PRACTICE

All tertiary accommodation providers in Aotearoa New Zealand are required to abide by Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This Code is in place to ensure that providers consider the various factors that are important to ensuring student accommodation is safe, comfortable, and conducive to your studies and ongoing development.

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

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

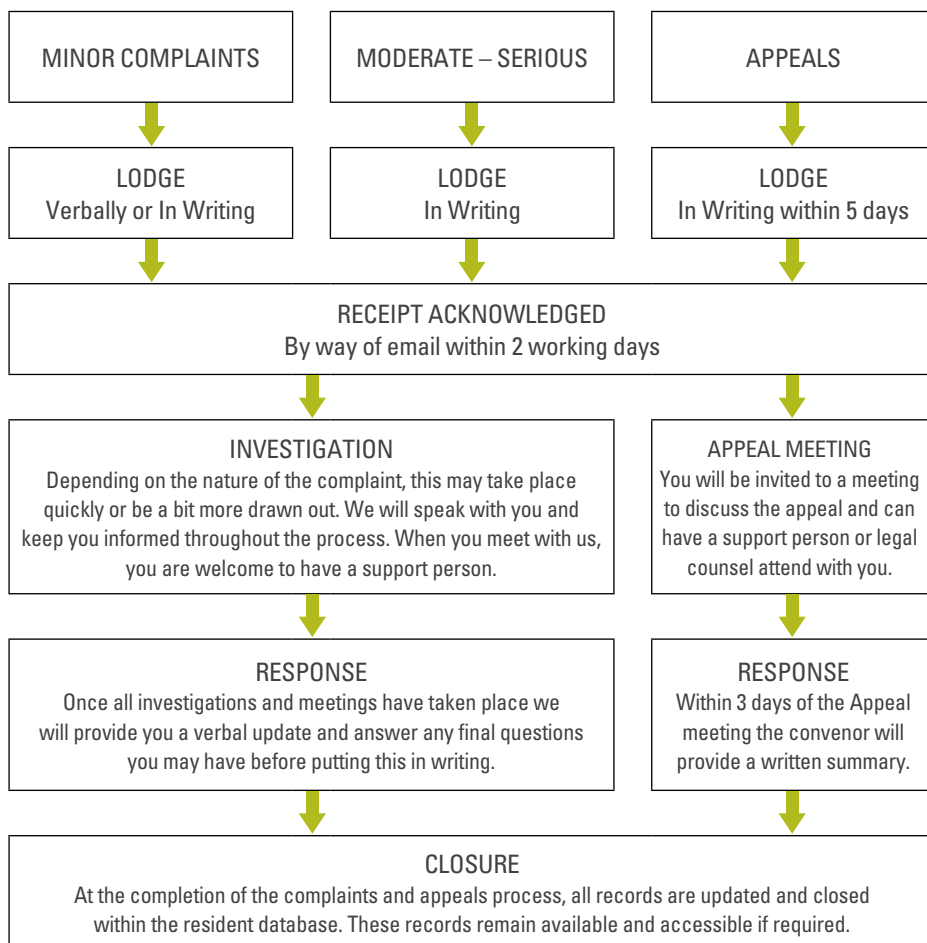
- Safety, security, and wellbeing
- Operational planning
- Buildings and facilities
- Grievances and appeals

Massey Halls are committed to upholding the Code and regularly measure our practices against these. It is important to us to have your input also. For this reason, we ask you to join our committees and provide feedback by way of surveys and other forums.

If there is any standard that you do not feel we are meeting, or you have a specific concern that you feel needs addressing, we want to know about it. You can raise these things in person by making an appointment to meet with one of our staff at the Residential Life offices, or put it in writing to [accommodation.wellington@massey.ac.nz](mailto:accommodation.wellington@massey.ac.nz). We will do all we can to work with you to find a solution.



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



If a resident has made a complaint and/or appeal and does not feel satisfied with the outcome, this needs to be raised through the formal complaints process of Massey University. This can be done by emailing the Executive Director, Student Experience at [studentservices.directorate@massey.ac.nz](mailto:studentservices.directorate@massey.ac.nz)

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

# COMMUNITY RULES

A set of rules can be found in every apartment at the Cube Hall.

## ACCOMMODATION FEES

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

## CHANGE OF ROOMS

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

## COMPLAINTS

If you wish to submit a complaint please do so in writing to the Residential Operations Manager. You may also visit our office in person.

## ELECTRICAL SAFETY

Your safety is important to us therefore all personal electrical appliances must be tested and tagged.

## GUESTS

The Cube Hall residents are responsible for issuing their own guest passes and ensuring guest are registered through our online form.

All guests must carry a guest pass after 5.30pm every day of the week.

You are fully responsible for the behaviour of your guest during their stay. It is your responsibility to inform your guest of the community standards and Schedule B, as you will be liable for any breaches.

You may invite up to two guests to stay over for a maximum of two nights per week. A \$50 fine applies for unregistered guests (per guest, per incident).

## RELEASE OF CONTRACT

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

Contact the Accommodation Team for further information or visit the Hall webpage for the Release of Contract form.

## RIGHT OF ENTRY

The Accommodation Team have the right to enter your room, apartment or studio at any time for the following reasons:

- If there is an emergency or there is reason to believe that someone is in clear or imminent danger
- If there has been a fire alarm activation
- If there could be a possible breach of the community standards and Schedule B
- If there is a requirement for maintenance
- For the purpose of routine inspections

# DISCIPLINARY

## DISCIPLINARY PROCESSES

When a staff member attends an incident (this includes any minor breach of noise through to critical incidents), a record is made under the resident's file.

After investigation, if rules and regulations have been breached or the incident involves criminal acts, further disciplinary action may be taken.

The Accommodation Disciplinary System is designed and operated in adherence to the principles of natural justice. These principles require that every situation be approached in a manner that ensures the standards of procedural fairness are met, and are seen to be met at all times.

## SANCTIONS

Sanctions will be determined by the assessment of the seriousness of the incident. They may include, but are not limited to:

- Verbal warnings
- Written warnings
- Community contribution
- Fines
- Confiscation of items
- Retraction of privileges such as no guest passes
- Trespass notices
- Suspension from accommodation
- Eviction from accommodation

## 2022 COMMUNITY FINES

These fines may be applied to a breach of the community standards. Once issued, the resident has 7 working days to pay the fine. Unpaid fines/fees will affect a resident's access to guest passes. Please note, breaches committed by guests will be charged to the resident who issued the guest pass.

## 2022 FINES

<b>Smoking / Vaping</b>	\$50 to \$100 per breach depending on number of breaches
<b>Unregistered Guest</b>	\$50 (per guest)

Other serious breaches may involve higher fines, guest pass bans for limited or unlimited time and/or community work



# COMMUNICATIONS

## FACEBOOK/INSTAGRAM

We communicate with students directly via our Facebook messenger:

**Massey Halls Wellington.**

We have all the information about hall life, events and the social side of your hall on Instagram: **@CubeHall2022**

## EMAIL

We also use your email address so it's worth checking regularly too. This is how we communicate financial reminders and other facilities related issues.

## YOUR POSTAL ADDRESS AT THE CUBE

Your Name  
Your apt number (for example 4I3)  
The Cube Hall  
242 Taranaki Street  
Mt.Cook  
Wellington, 6011

**Any mail received without a name and apartment number will be stored for a few days and sent back to sender! Please ensure the sender includes these details!**

## ONLINE SHOPPING

Our Halls have agreements with couriers which allow them access to our entrances to leave packages from Mon to Fri.

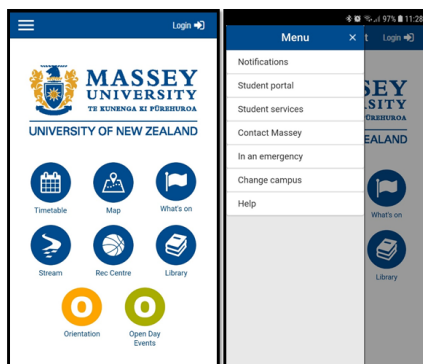
These areas covered by CCTV, however, Massey Halls are not responsible for receiving nor delivering your parcels nor do we accept responsibility for them.

Rarely a parcel may go missing, in this case we will assist you as best as we can using CCTV, but when shopping online you must make sure you are in the halls to receive your package – avoid leaving packages lying around for days.

## MASSEY APP

Download the Massey App for access to things like

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



## FOLLOW US



@CubeHall2022

# EVENTS AND ACTIVITIES

Events and activities are organised by residential staff and Residential Assistants throughout the year. Notices of these events are posted on our social media and also on flyers in common areas.

## GETTING INVOLVED

We encourage you to get involved as much as possible. One of the best way to make friends is to attend and participate in events and activities. Getting to know other residents on your floor and the floors above and below you is key to having a great experience while living at the halls and in the coming years.

## ACTIVITY FEE

All residents are required to pay an Activity Fee. This fee is not refundable and will be utilised to enhance your stay at the halls. Our events and activities endeavour to be inclusive of all residents.



# CAMPUS SERVICES

Our Wellington Campus has many facilities and services that will make your Uni experience richer and easier. Some of the services listed below are available to Massey students only. Please, use the map search function on the Massey App to locate the services while on campus:

## CAMPUS INFORMATION AND ACADEMIC ADVICE

Assist students with a range of enquiries such as:

- General Enquiries
- Timetables
- Enrolment
- Academic Advice
- Fees and StudyLink

## HEALTH AND WELLBEING

The Health and Counselling Centre on campus provides professional, confidential health and counselling services. This service is also available for New Zealand School of Dance students.

- You must enrol with the Centre to have subsidised services
- It's important for students with long term health and mental health conditions to enrol to ensure seamless support as you transition to Uni
- Counselling is free
- A practice nurse is available for advice and appointments
- Check out our website on the Massey App to see all services we offer
- Look out for wellbeing workshops and other wellbeing events

## CAFÉ

Tussock Café is centrally located on campus. Residents are able to purchase meal credits for a semester or the full year. This may be a good option for those who do not wish to cook all their meals. There are also satellite cafes in the Pyramid and at Block 10. Look at the Tussock Café webpage for details [tussockcafe.co.nz](https://tussockcafe.co.nz)

## MASSEY GYM & SPORT

Group training, Yoga, free gym induction sessions. Social Sport: [massey.ac.nz/socialsport](https://massey.ac.nz/socialsport)

Start with a free trial week: [masseygym.co.nz](https://masseygym.co.nz).

Elite Sport: [massey.ac.nz/UTSNZ](https://massey.ac.nz/UTSNZ)

## WELLINGTON STUDENTS ASSOCIATION (MAWSA)

The students' association at Massey University's Wellington campus is governed by students. MAWSA offer a wide range of services including throwing events, supporting student-run clubs, advocating for students, and helping students who fall on hard times.

# ADDITIONAL SERVICES

Massey has lots of services available to help you navigate Uni and prepare you for the future. Use the Massey App to access more info and locations for these services. These services are available to Massey students only.

## STUDENT DEVELOPMENT

The Development Programme will equip you to thrive and make an impact in any situation or community:

- Choose what skills you want to develop
- Sign up for workshops and volunteering opportunities
- Grow your talents through the Strengths@Massey programme
- Book an appointment to craft your own development plan

## MASSEY CAREER CENTRE

The Massey Career Centre team can help you with:

- Career planning
- How to build your employability skills at uni
- Exploring career options

## ASSESSMENT HELP

The Centre of Teaching and Learning can help you further develop your learning and writing skills and offers a wide range of academic assistance:

- Consultation and assignment guidance
- Subject mentors for one to one assistance
- Workshops throughout the year to assist you studying on-line

## CHAPLAINS

Our chaplaincy team can assist you with:

- Connecting you to other students and faith communities
- Exploring faiths, prayer and meditation

## DISABILITY SERVICES

Disability Services can support domestic students throughout study and assist you with:

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

## INTERNATIONAL STUDENTS SUPPORT

A range of specialised support is available for all international students from pre arrival to returning home:

- Admission and enrolment
- Medical and travel insurance
- International student orientation and life in NZ
- Pastoral care support
- Student visas and graduate work visa applications

# EMERGENCY PROCEDURES

## FIRE ALARMS

Apartments and rooms within the halls have smoke detectors, fire protection devices and posters detailing evacuation procedures and assembly points. It is essential that all residents familiarise themselves with the location of fire appliances, nearest exits and assembly areas. It is an offence to tamper with, cover or attempt to remove the smoke detectors in apartments. Tampering is detected by the monitoring company and will result in charges, which may be up to \$1,800.

## DISCOVERING A FIRE

On discovering a fire – immediately operate the nearest fire alarm call-point and telephone Fire & Emergency NZ (dial 111). Only attempt to extinguish the fire if there is no likelihood of risk to personal safety (do not use water on a fire involving an electrical appliance or grease / oil).

## FIRE WARDENS

Your Residential Assistants will act as fire wardens in the event of a fire. They will guide you calmly and quickly down the stairwell to the emergency exits.

## FIRE ALARM ACTIVATED

On hearing a smoke detector alarm, residents are required to leave their rooms immediately, ensuring that the windows and doors are closed, but not locked. Take your room/apartment key with you but leave all other belongings behind. During office hours residential staff are responsible for responding to fire alarms. Outside of office hours it is important to ring the duty Residential Assistant so they can assist you with a response. If you suspect the alarm was activated because of your apartment, please report to a staff member as soon as possible so they can notify Fire & Emergency NZ.





If an evacuation occurs at night, it is recommended that residents take some warm clothing with them if possible. Residents are requested to knock, wake-up and warn the residents in the adjacent or nearby rooms. Residents are to leave the building by the nearest exit and proceed to the assembly point as stated on the Evacuation Plan (do not run and, if there is smoke, keep low to the ground).

## MEDICAL/PSYCHOLOGICAL

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

## DISASTER

In the event of a disaster, e.g. earthquake, major fire, or disease outbreak, which temporarily requires the evacuation of residents from the halls, the University will endeavour to arrange temporary alternative accommodation if health and hygiene regulations permit.

Alternatively Accommodation Services will release residents from their Residential Agreement obligations as required and no rental payment will be required for this period.

In the event of a pandemic and lock-downs, the University will act according to government and MoE guidelines.

## SECURITY

Our halls have an extensive network of CCTV and 24/7 pastoral care staff.

Residents are responsible for their own security and the security of their hall's family, and are required to:

- Keep their apartments/room doors locked at all times.
- Ensure they know their guests and walk them out of the building.
- Keep an eye out for any unusual events, people and report them quickly via our 24/7 RA phone: The Cube Hall 0800 722 823
- Act in a responsible manner and report any strangers, incidents or damages they witness by calling the numbers above. This will be kept confidential.



# CONNECTING WITH PARENTS AND WHĀNAU

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

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

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

IF	THEN
The student is sick or feeling down	They should make an appointment with Massey Health and Counselling. It is also helpfu to keep their RAs in the loop so that we can follow-up.
The student has gone home due to sickness or for a break	They should inform their RA so that this can be noted and followed-up if necessary.
The student is struggling to get on with a fellow hall-mate	They should inform the RA who will support them in coming up with a resolution. Failing this, the RA will seek guidance from the Residential Life Management Team.
The student is concerned for the wellbeing of another Halls resident	They should find their hall RA to talk this through. If an RA is not around at the time they can call the Duty RA.
The student has a cleaning or maintenance concern	They should log this into the Fix-it area of the Gateway with their personal login details. If it is an urgent matter, they should first call the Duty RA.

IF	THEN
You have not heard from the student and are concerned about them	Sometimes a simple text asking them to check in will do the job – often they just lose track of time. If this does not work, you are welcome to contact the Residential Life Office and we can follow up on them. This will often be an approach to the student to have them contact you as we are restricted in what information we can share with you
There is an emergency involving the student	We will contact their next of kin as per their residential contract (behaviour and welfare)
The student feels that they have been dealt with unfairly regarding an incident in the halls	The student should contact the Residential Life Coordinators to discuss this matter. Alternatively, the student may contact the Residential Life Manager.
The student wants a room swap	Room swaps can be requested by contacting our Residential Life Coordinators or our office. These will be assessed with our discretion and granted if possible.
The student wishes to leave Univeristy Accommodation permanently	Our accommodation is offered on a fixed-term basis and is a commitment for the full term. However, the University offers, at its discretion only, a Release of Contract form which residents may use to request a release. This form is available on all hall webpages.

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

### Additional Safety and Wellbeing Considerations

- Who you bring into the hall – consider the impacts both on your own safety and wellbeing, and others
  - Looking out for yourself and others when out in town
  - Respect for shared halls spaces, this is our home
  - Learning to communicate with others about shared living expectations such as cleaning, rosters, etc.
- Flagging any concerns (your own or others') to Halls staff – this might include:
    - ⇒ Not seeing a hall mate in a few days
    - ⇒ Concerning changes of behaviour
    - ⇒ Use of illegal or misuse of harmful substances
    - ⇒ Sickness
    - ⇒ Self-harming
    - ⇒ Damage to property



# KEY CONTACTS

## USEFUL TELEPHONE NUMBERS/ KEY INFORMATION AND CONTACTS

### 24/7 RA PHONE

The Cube Hall 0800 722 823 (0800 RA CUBE)

### THE HALLS OFFICE

[accommodation.wellington@massey.ac.nz](mailto:accommodation.wellington@massey.ac.nz)

+64 4 801 5799 ext 63355

### MAINTENANCE ISSUES

All maintenance issues should be logged via the Fix-it area in the Gateway.

### FOR PARENTS/NEXT OF KIN

To contact our office if you need information on any matter, you may call 04 801 5799 ext 63355

Mon to Fri from 9am to 5pm

For urgent issues call the RA phones. The duty staff member will answer.





## NATIONAL CONTACTS

### LIFE LINE

0800 543 354 (24 hours a day)

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

### SUICIDE CRISIS HELPLINE

0508 828 865 (24 hours a day)

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

### YOUTH SERVICES

06 3555 906

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

### YOUTHLINE

0800 376 633

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

### WHATSUP

0800 942 87 87

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

### DEPRESSION HELP LINE

0800 111 757 (24 hours a day)

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

### RAINBOW YOUTH

09 376 4155

<https://ry.org.nz>









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