



MASSEY
UNIVERSITY
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND

WHANAKE AND KĀINGA RUA HALLS WELLINGTON ACCOMMODATION HANDBOOK



massey.ac.nz



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WELCOME

WELCOME TO WHANAKE & KĀINGA RUA HALLS, WELLINGTON

Our first year Halls of Residence in Wellington are Whanake Hall and Kāinga Rua. Located within close proximity to campus, both self-catered halls accommodate first year massey students.

Whanake offers 167 apartments, totalling 280 beds. This is a combination of 2bedroom and 4bedroom shared living apartments, as well as Studio and Budget Studio apartments for independent living.

Kāinga Rua consists of two blocks with single and twin rooms, all with ensuite

bathrooms. Shared common areas and kitchens give you a great opportunity to make friends and meet people. This hall is perfect for those not wanting the commitment of sharing a flat.

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, and fun along the way.



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.

WHANAKE HALL PRE-ARRIVAL

Our Hall is divided into 7 houses - each one led by an RA. Your house is your family, you will meet them all and have lots of fun together.

WHANAKE HALL APARTMENTS

There are 4 and 2-bedroom apartments for shared living and Studios/Budget Studios for single living in our hall.

Some apartments will face out onto the street and some will be internal facing.

All shared living beds are priced the same, regardless of their location in the building. Room allocation is random and we do not take special requests.

Studios (there are only 21 of them) are all outside facing, however, views can be quite different depending on where they are located.

Budget Studios are all internal facing.

IN YOUR ROOM

All bedrooms are furnished with:

- Single bed
- Desk and chair
- Wardrobe
- Pin-board
- Wall mounted heater

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

BRINGING FURNITURE TO YOUR ROOM

Bedrooms at Whanake Hall are differently sized and can have different layouts as well. The furniture has been placed in the room and is bolted in place. It is therefore recommended that students avoid bringing large items and wait until they are in their bedrooms to add pieces of furniture.

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

For an idea of things to bring, refer to our "Pack it and Bring it Guide" on page 15.

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.

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

Whanake is designed to offer extensive common areas for students to congregate and enjoy, so apartment common areas can vary quite a lot. Some apartments will have only a kitchen, others will have space for more.

Here is a list of what you may find in your apartment:

4-Bedroom

- small couch
- coffee table
- dining table and chairs

2-Bedroom

- dining table and chairs

Studios/Budget Studios

- no furniture other than what is listed under bedroom.

KITCHEN

Kitchens at Whanake are compact. We encourage residents to bring their own microwave ovens and there will be dedicated places for those in the kitchens.

4-Bedroom Kitchens

- stove top
- oven
- fridge
- sink

2-bedroom Kitchens

- 2-burner stove top
- small fridge
- sink

Studio/Budget Studio Kitchens

- 2-burner stove top
- bar fridge
- sink

Please look at the virtual tours for a good look at our kitchens.

There are big communal freezers in common areas where residents may store food.

If you are not too keen on cooking, you should consider purchasing a meal package from Tussock (campus cafe). See information about this on page 27.

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.

WHANAKE HALL ARRIVAL

GETTING TO WHANAKE HALL

Our Hall is located right next to the SH1 (Vivian Street exit). Please make sure you find 222 Willis Street on the internet and check all access streets.

PARKING AND UNLOADING

There is no parking at Whanake Hall. You will need to consider this in your plans. There is street parking on Willis Street.

IT'S GOING TO BE BUSY

With the majority of residents moving in on a single day, be prepared for it to be very busy in and around Whanake Hall.

Smile and be patient and it will be a fun day!



MOVING IN

Check-in Day for Whanake Hall residents is Sunday Feb 20th.

We are unable to check any residents in prior to that date.



It is a busy but fun day for all of us. We are looking forward to meeting you and family or friends but a few notes are relevant.



Check-in is split according to floors, and for every group there will be an Accommodation Hall Parenting Session, for parents and next of kin only (no residents allowed!).



The Parenting Session is a time and space for parents to ask important questions about this next step in your lives... We understand this is a transition for them as well!

CHECK-IN TIMES ARE BELOW:

Floors 5, 4, 3 – 8am to 11am
Floors 3, 2, 1 – 11.30am to 4pm

ACCOMMODATION HALL PARENTING SESSIONS:

10.30am to 11.30am
1.30pm to 2.30pm

These sessions will be held in the events area of the Hall.

KĀINGA RUA HALL PRE-ARRIVAL

Kāinga Rua Hall of Residence is split into 2 blocks, Whare, facing Taranaki St. and Nui, at the back. There are single and twin rooms in both blocks.

IN YOUR ROOM

Single rooms:

- 1 double bed
- a wardrobe
- a desk and chair
- a small storage unit
- a mini (bar) fridge (no freezer is available).

Twin share rooms:

- 2 single beds
- 2 wardrobes
- 2 desks and 2 chairs
- small storage unit
- a mini (bar) fridge (no freezer is available).

Since residents may want to store a few frozen items, a communal freezer is available in each block.

Each resident will be supplied with a mattress protector which is to be used for the duration of their tenancy.

If you are not too keen on cooking, you should consider purchasing a meal package from Tussock Cafe (campus cafe). More information about this on page 27.

BRINGING FURNITURE TO YOUR ROOM

The rooms at Kāinga Rua vary in size and layout. It is recommended that you move into your room before purchasing any furniture items. Cheap storage shelving

is always available at the Warehouse or Briscoes, located about 500m from the Hall. For an idea of things to bring, refer to our "Pack it and Bring it Guide" on page 15.

LIVING IN A SINGLE ROOM

If you are living in a single room, our Pastoral Care staff will help you meet as many residents as possible. Take the time to hang out in the common areas and join our activities, this will help you make important connections and feel at home faster!

LIVING IN A TWIN SHARE ROOM

If you are living in a twin share apartment you will be sharing a room with another student. This living dynamic relies on great communication, teamwork and collaboration. Pastoral care staff are around to support you to take ownership for this relationship. Your roommate is the first friend you will make at university and this is such an awesome opportunity to get to know another student in the exact same situation as you! You will be able to navigate Orientation Week and settle into hall life together.

Communication is key to sharing a room, so setting up some ground rules will really matter. Consider things like:

- What time do you go to bed?
- Who will clean the bathroom, on what days?
- What are your expectations about visitors?

At the start it is easy to get caught up in all the fun of the hall experience. It is important that you don't ignore these conversations so you set up clear expectations about your living space.

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.

INTERNATIONAL STUDENTS

All international students get a room pack containing basic items:

- Bedding, a duvet and bath towel
- A pillow
- A limited set of kitchen essentials

IN YOUR COMMON AREAS

Each block in Kāinga Rua has common lounges and big kitchens and 2 mini-kitchens. There are rules for using the big kitchens, which are open from 7am to 10pm everyday.

Residents are not expected to leave their kitchen items in the kitchens, so think of a simple plastic box to help you carry your things down with you.

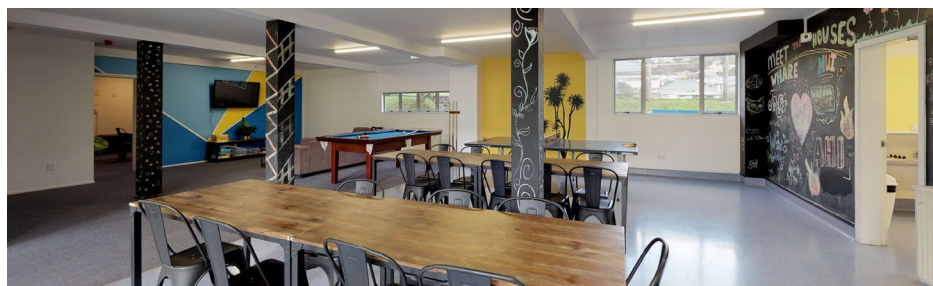
The kitchens will have detergent and dish brushes – all other items must be brought by residents and taken back to rooms after use.

Our common areas and kitchens are cleaned in early morning from Mon to Sat. That includes sinks, microwave ovens, floors, and wiping surfaces. The cleaner is not responsible for washing dishes and all residents are expected to "cook, eat and clean".

PRE-INSPECTING YOUR ROOM

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 useful for storing these records. You will be given a link to an inspection form when you arrive.



KĀINGA RUA HALL ARRIVAL

GETTING TO KĀINGA RUA

Kāinga Rua is located on Taranaki Street. Please google the address before arriving to choose the best route into Mt. Cook.

PARKING AND UNLOADING

There is parking along Taranaki Street and Kāinga Rua has good parking space which allows you to park **for a few minutes** to unload your belongings. With good will and a helpful attitude, this should be a very busy but fun day.

We will have a staff member assisting in the parking lot, so please follow the instructions and be patient or park on Taranaki Street.

If you are arriving by vehicle, grab a park if possible and head to the back block check in table to collect your keys before unloading the car. If you are arriving by taxi/uber, they are welcome to pull into the driveway to unload your belongings before heading off.



MOVING IN

Check-in Day for Kāinga Rua residents is Saturday Feb 19th.

We are unable to check any residents in prior to that date.



It is a busy but fun day for all of us. We are looking forward to meeting you and family or friends but a few notes are relevant.



All of Kāinga Rua's 160 residents will be checking in on the same day and we will hold an Accommodation Hall Parenting Session, for parents and next of kin only! (no residents allowed).



The Parenting Session is a time and space for parents to ask important questions about this next step in your lives... We understand this is a transition for them as well!

CHECK-IN TIME IS FROM 8AM TO 2PM

**ACCOMMODATION HALL PARENTING SESSION IS FROM 12PM TO 1PM.
THIS SESSION WILL BE HELD IN WHARE COMMON AREA.**

PACK IT AND BRING IT!

PERSONAL STUFF

Halls and Bed Sizes

Whanake – All rooms have 1 Single bed

Kāinga Rua – Single rooms have 1 Double bed

Kāinga Rua – Twin Share rooms have 2 Single beds

All residents must bring:

- Bed linen
- Pillows
- Towels and bathmats
- Clothes hangers
- Drawing pins to use on your pin board
- Small medicine pack: plasters, antiseptic spray, choice of headache medication and an ice pack are suggested basics. If you take medication regularly, bring it.

There is very limited space in shared bathrooms so consider your hygiene items carefully and bring essentials only. A small folding clothes hanger for your room helps keep your towels and small items private and drying while you are at uni. There is also limited clothing space – consider your needs and bring what you need. Bring a robe, going to the kitchen for a quick cuppa in your undies or pjs is not cool!

STUFF TO COOK AND CLEAN

If you are going to be in a shared apartment, you will only know who your flatmates are around Jan 20th. We wait until NCEA results come out to make final offers and adjustments. Once you know who your flatmates are, get together and to through the list below.

If you are going to live alone, use the list below as a guide as well.

- Dinner plates, dessert plates
- Noodle bowls, glasses and mugs
- Forks and knives, spoons and teaspoons
- At least two cooking pots, medium
- Frying pan
- Cooking spoons
- Plastic storage boxes in various sizes – please be careful with food storage not to attract vermin
- Tea towels
- Can opener
- Grater and potato peeler and masher



HALL SPECIFIC NOTES

Whanake Hall residents

- Bring a microwave oven for their apartment. These are quite affordable nowadays and there is a designated space for them in the kitchen.
- Only 4-bedroom apartments have ovens.
- Fridge space is limited

Once you know who your flamates are, start discussing how to purchase items like: toilet paper, hand wash, condiments communally. This way you avoid double ups and over buying.

Consider your rubbish disposal and recycling - discuss duties and an apt roster for taking the rubbish downstairs.

Kainga Rua

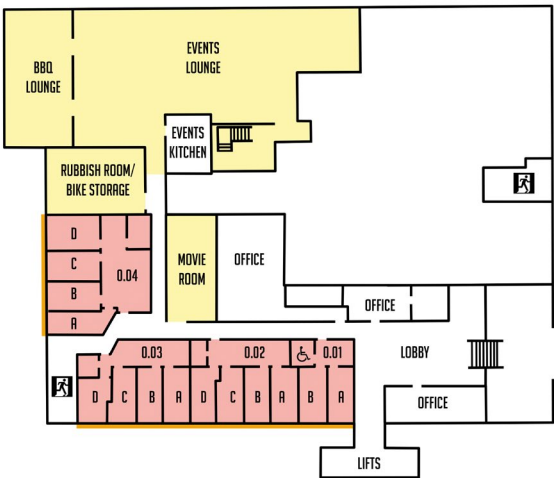
- Fridge space is limited
- A plastic box is handy for you to carry your cooking stuff to the common kitchens.
- Our kitchens have detergent and scrubbing pads, but we suggest you have your own sponge/scrubbing pad for hygiene reasons. A roll of paper towels can also be a good idea.
- Bring a robe, we have mini kitchens on various floors and you may want a quick cup of tea in the morning!
- No cooking is allowed in bedrooms – no kettles, rice cookers etc.



YOUR NEW HOME – WHANAKE HALL

The first number is the floor number and the other numbers indicate the apt. Your room, if in a shared apt, can be A,B,C or D. For example, 4.05B is 4th floor, apt 05 room B.

GROUND FLOOR



Willis Street Entrance

FIRST FLOOR



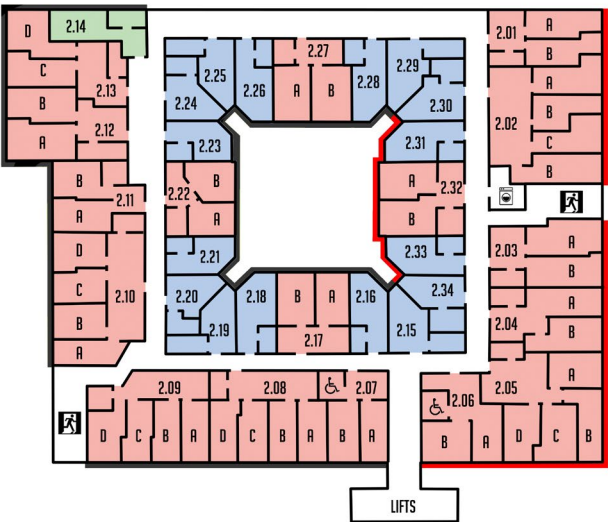
LEGEND

SHARED APARTMENT	
BUDGET STUDIO	
STUDIO	
COMMON SPACE	
LAUNDRY	
EMERGENCY STAIRWELL	

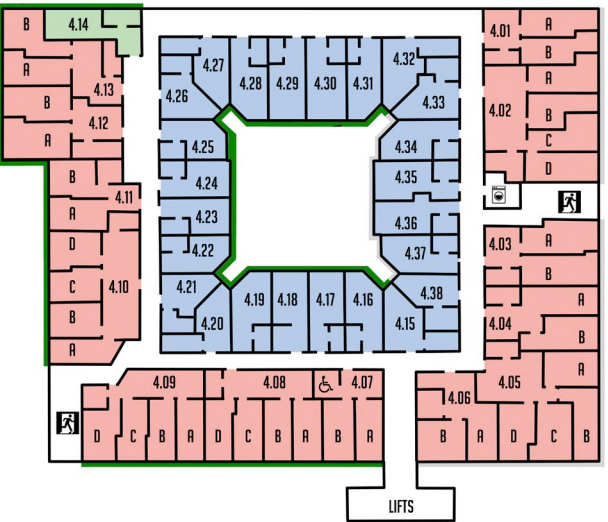
HOUSES

TOA	WAIKURA	MOHIO	AROHA	MĀIA	AWHI	MANA
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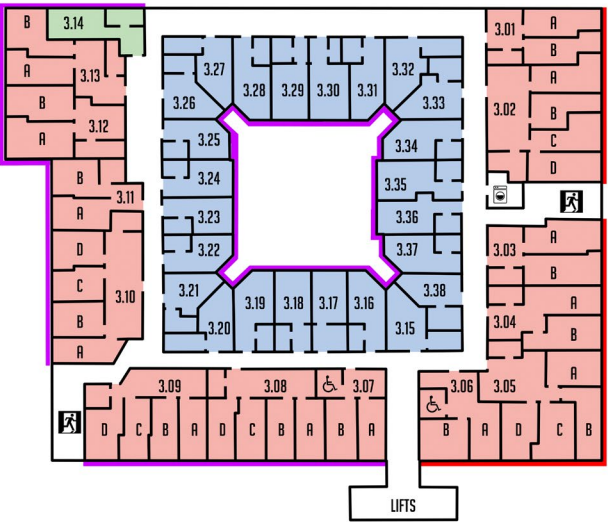
SECOND FLOOR



FOURTH FLOOR



THIRD FLOOR



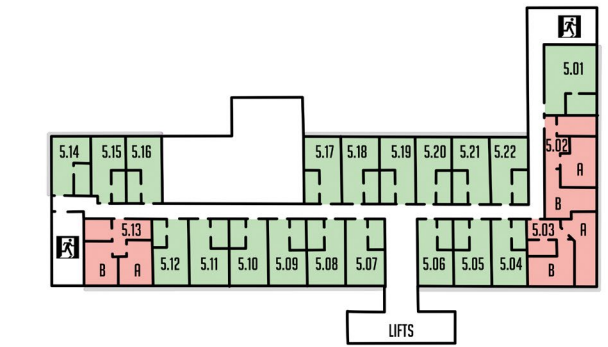
LEGEND

SHARED APARTMENT	
BUDGET STUDIO	
STUDIO	
COMMON SPACE	
LAUNDRY	
EMERGENCY STAIRWELL	

HOUSES

TOR WAIRUA MOHIO ARORA MĀIRA AWHI MANA

FIFTH FLOOR



LEGEND

SHARED APARTMENT	
BUDGET STUDIO	
STUDIO	
COMMON SPACE	
LAUNDRY	
EMERGENCY STAIRWELL	

HOUSES

TOR WAIRUA MOHIO ARORA MĀIRA AWHI MANA

YOUR NEW HOME – KĀINGA RUA

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:

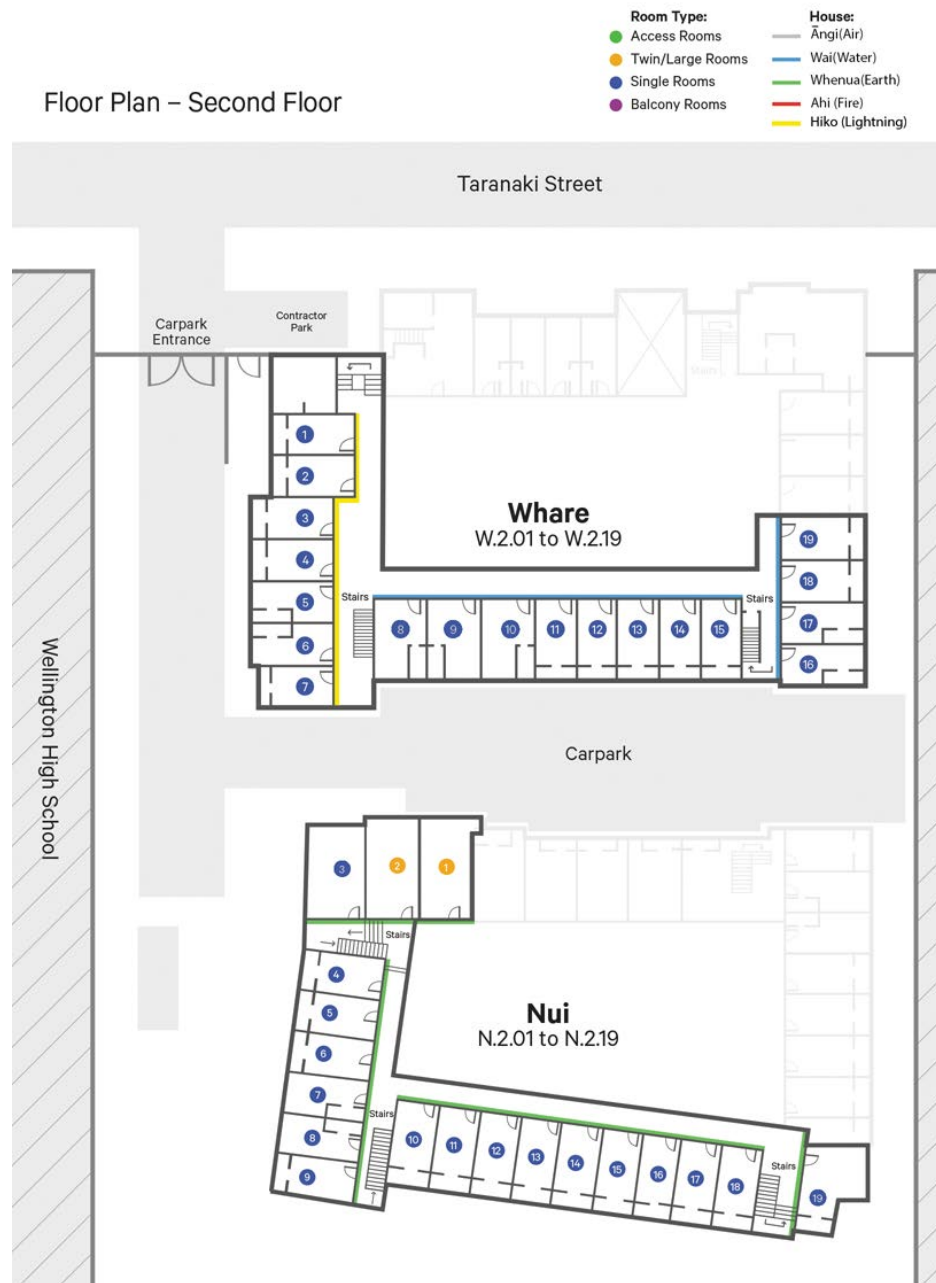
- 5 Floor number
- D Apartment letter
- 2 Bedroom number



Floor Plan – First Floor



Floor Plan – Second Floor



WHANAKE HALL FACILITIES

WHANAKE HALL RA PHONE

0800 964 255

The Whanake Hall 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 Whanake Hall. 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.

If you experience any issues with this service, you need to reach out to the provider Freedom Internet: support@freedominternet.org or call on +649 281 2970.

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

Laundries are available on floors 1, 2, 3 and 4 of Whanake Hall. The machines take eftpos payments (no credit). Should any machine not be working please let the staff know so we can action a repair.

PARKING

Whanake Hall 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.

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.

Wellington offers a comprehensive network of buses and Whanake Hall 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

There is some storage for bikes in the rubbish room. These are free and residents must ensure bikes are locked. Please note, no bikes are permitted inside the hall, in apartments or common areas. When moving bikes out onto the street, residents must take care and be mindful of other residents.

Skateboards can be stored in rooms, but no skating is permitted 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 Whanake Hall. 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.

KĀINGA RUA FACILITIES

THE KĀINGA RUA RA PHONE

0800 KRHALL (0800 574 255)

The Kāinga Rua 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 Kāinga Rua. This is a number for Hall residents to call for support 24/7. We ask parents not to call 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.

If you experience any issues with this service, you need to reach out to the provider Freedom Internet: support@freedominternet.org or call on +649 281 2970.

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 in your room, you are required to log it through our Fix-it portal in the gateway.

LAUNDRY FACILITIES

Laundry facilities are available in Whare and Nui on the ground and first floors. 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

There are 25 parking spaces for rent at Kāinga Rua. 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.

The University accepts no liability for loss of, or damage to, a vehicle or its contents parked on the University Campus or at Kāinga Rua. 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.

2022 WHANAKE 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.
Room Change	\$50, if request is approved

Wellington offers a comprehensive network of buses and Kāinga Rua 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

Kāinga Rua will have an open air area for bicycles. Please note, bicycles are not permitted outside the designated area, nor anywhere inside Whare and Nui. Skateboards can be stored in rooms.

MAIL COLLECTION AND NOTIFICATION

Post arrives throughout the day. Regular mail is dropped into the post baskets. Parcels and courier deliveries are placed on the foyer counter.

While the mail drop point is under CCTV and behind the secure building entry door, 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

Rubbish is the responsibility of each resident - the bin is located in the parking area, outside Whare. All rubbish must be placed in plastic bags and placed in the bin. At no moment should rubbish be left in the common areas or grounds of Kāinga Rua.

Please note: our staff will do rounds and fine any resident leaving rubbish outside their room.

Recycling of plastic, cans, glass and cardboard is available at KR Hall.

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/

SEMESTER PLANS	YEARLY PLAN
<p>Semester 1 12 weeks (includes Orientation Week) \$650 pre-paid with your Hall Fees</p> <p>Semester 2 12 weeks – \$600 pre-paid by July 1st</p> <ul style="list-style-type: none"> \$50 credit accrued per week Credit accrues during study weeks only and expires on the last day of that semester 	<p>15% Discount Full Year 25 weeks – You get a total of \$1250 credit for the cost of \$1062.50</p> <ul style="list-style-type: none"> Pre-paid with your Hall Fees \$50 credit accrued per week from Orientation Week Credit accrues during study weeks only and expires on the last exam day of the year

2022 KĀINGA RUA 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	No charge (limited numbers)
Parking	At KR Hall – \$924.00 a year, \$546.00 per semester or \$30.00 a week for the full 42 weeks.
Uncovered scooter parking	\$50/year (available in limited numbers)
Room Change	\$50, if request is approved

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.
- All packages non-refundable after Halls withdrawal date:
Sem 1 – Jan 19th 2022, Sem 2 – July 23rd 2022, Yearly – Jan 19th 2022
- 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
Plated vegan meal	\$11.50
Falafel bites, grilled pita bread, hummus	
Smoked chicken salad	\$12.50
Take away salads	S \$5.50 L \$7.50
Examples include: potato kransky Asian noodle, Moroccan chickpea	
Hot meal of the day	\$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.

LIVING AGREEMENTS FOR THOSE IN TWIN SHARES IN KĀINGA RUA

A living agreement will help you and your roommate create a set of community living expectations for you both to live by. Pastoral care staff will facilitate this but it is your responsibility to implement.

COMMUNITY LIVING EXPECTATIONS WILL INCLUDE:

- Creating a job roster for cleaning the room
- Purchasing shared items
- Safety
- Respect and boundaries

SHARING COMMON AREAS IN KĀINGA RUA

Your RAs will set up common area and kitchen rules so everyone feels comfortable using and sharing the common areas

YOUR WELLBEING

Being a successful student isn't just about academics – you need to look after yourself as well. Your wellbeing is important to us, so do let us know if you become ill, have an accident or have any medical issues, so that we can put the support in place. We work closely with the Health and Counselling team, if you have pre-existing health or mental health issues, we encourage you to have a confidential conversation with us. This will enable us to work together to support you to maintain optimal health while staying in the Halls. We are aware that university life may trigger feelings of anxiety, frustration, or distress. Being involved in your community can help you overcome some of these feelings.

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

Massey University has a great team of counsellors and advisers to help you deal with these feelings.



YOUR SAFETY AND WELLBEING

WELLBEING AND SAFETY

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

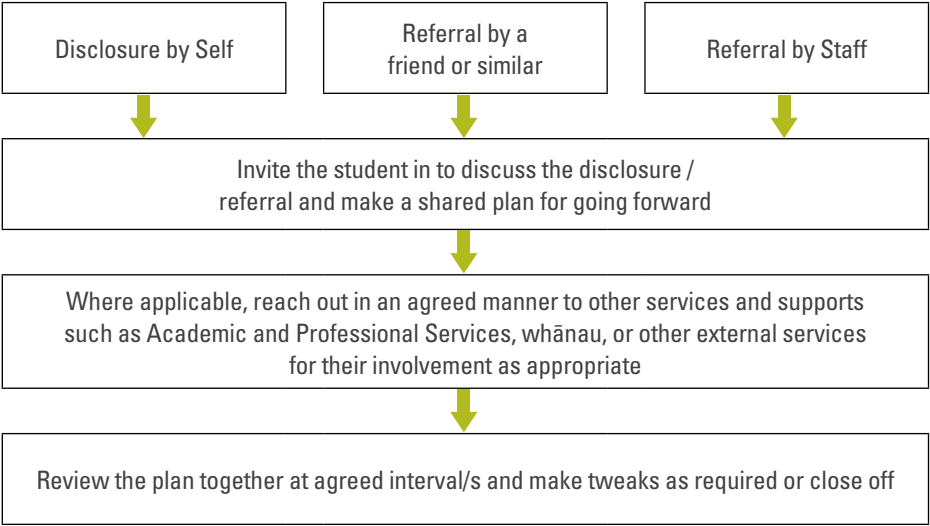
treated with respect and confidentiality. We will work with you, not for you, as we look for solutions together.

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 Code of Practice 2021 (Pastoral Care of Tertiary and International Learners). 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

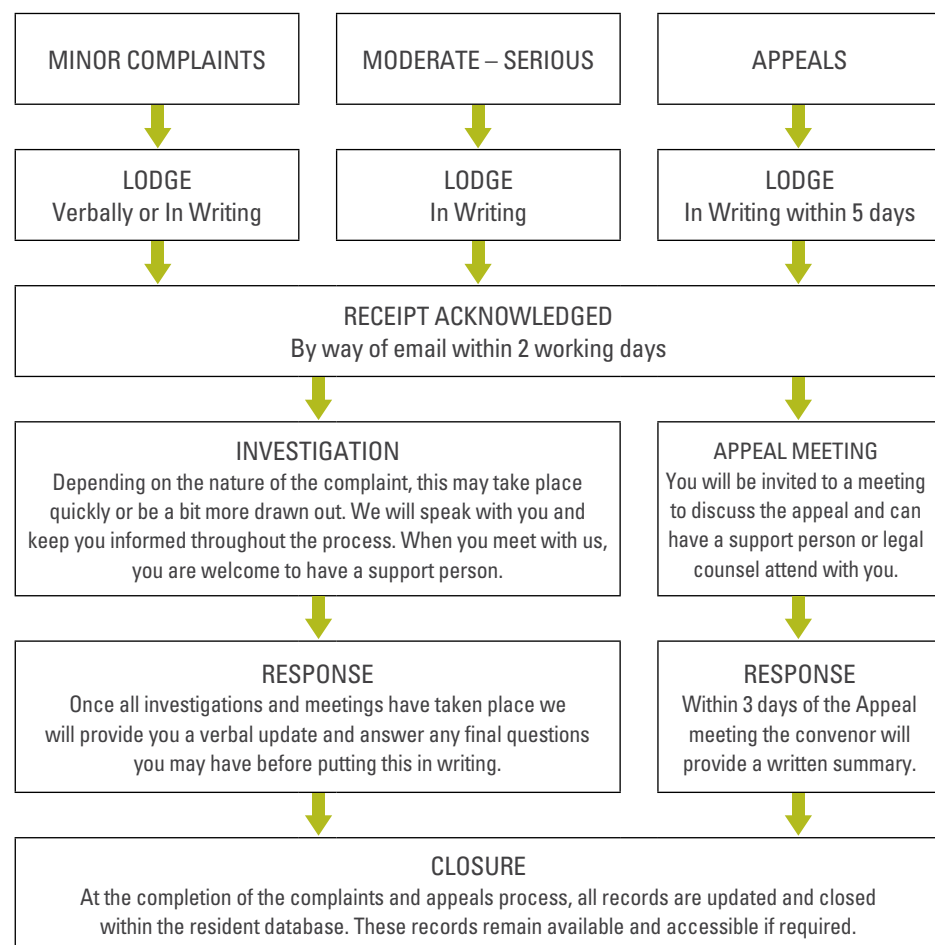
- Safety, security, and wellbeing
- Operational planning
- Buildings and facilities
- Grievances and appeals

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. 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

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

Our rules are available throughout our halls via q-code access. Look for clear signage at main access points.

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.

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).

SOCIAL GATHERINGS

All social gatherings must have the approval from the staff.

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.

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

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

All guests must carry a guest pass after 5.30pm every day of the week. Guest passes are issued from Mon to Fri, 4pm to 6pm.

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 behaviour code,

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

Smoking / Vaping	\$50 to \$100 per breach depending on number of breaches
Unregistered Guest	\$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:

@WhanakeHall20222

@Kaingarua2022

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 WHANAKE HALL

Your Name

Your apt number (for example 2.34)

Whanake Hall, 222 Willis Street

Te Aro, Wellington, 6011

AT KĀINGA RUA

Your Name

Your apt number (for example W.0.01)

Kāinga Rua Hall, 217 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.

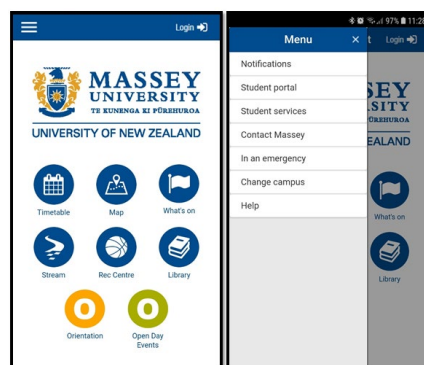
These areas covered by CCTV, however, Massey Halls are not responsible for receiving nor delivering your parcels nor do we accept responsibility for them.

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



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. 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. Look at the Tussock Café webpage for details tussockcafe.co.nz

MASSEY GYM & SPORT

Group training, Yoga, free gym induction sessions.

Social Sport:
massey.ac.nz/socialsport

Start with a free trial week:
masseygym.co.nz

Elite Sport:
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.

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

ASSESMENT 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 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 \$1,400.

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 an 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.

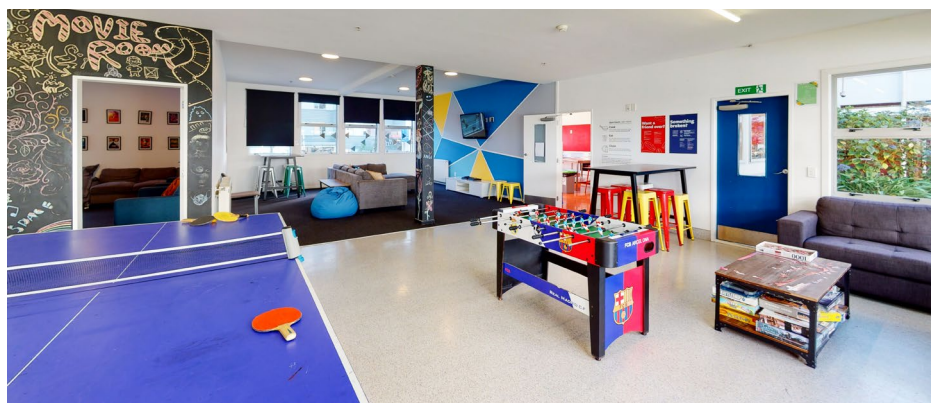
In the event of a pandemic and lock-downs, the University will act according to government and MoE guidelines.

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 helpful 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. We will keep this disclosure as confidential as possible.
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	If this does not work, you are welcome to contact the Residential Staff 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 University 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

KR Hall 0800 574 255 (0800 KR RA)

Whanake Hall 0800 964 255 (0800 WN HALL)

THE HALLS OFFICE

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.

We ask that parents/next of kin not call the duty phone unless it is an emergency.



NATIONAL CONTACTS

LIFE LINE

0800 543 354 (24 hours a day)

www.lifeline.org.nz

SUICIDE CRISIS HELPLINE

0508 828 865 (24 hours a day)

www.lifeline.org.nz

YOUTH SERVICES

06 3555 906

www.yoss.org.nz

YOUTHLINE

0800 376 633

www.youthline.co.nz

WHATSUP

0800 942 87 87

www.whatsup.co.nz

DEPRESSION HELP LINE

0800 111 757 (24 hours a day)

www.depression.org.nz

RAINBOW YOUTH

09 376 4155

<https://ry.org.nz>





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UNIVERSITY
TE KUNGA KI PŪREHUROA

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