



MASSEY
UNIVERSITY
TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND

MASSEY HALLS MANAWATŪ ACCOMMODATION HANDBOOK 2022



massey.ac.nz



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WELCOME

WELCOME TO MASSEY HALLS MANAWATŪ

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

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

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



HISTORY

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

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

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

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

Over the past 5 years, major refurbishments have taken place at Walter Dyer Hall and City and Egmont Courts to bring them up to a modern standard.

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



THE TEAM

RESIDENTIAL LIFE TEAM

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

Our management team live on site to help provide 24/7 care of the community alongside a further 32 student staff members who live within the halls to help support you in your everyday needs.

CUSTOMER SERVICES TEAM

Campus Living Villages (CLV Global) provides property management services, including residential accounts, and work closely with the Residential Life team to ensure the community is a great place to live.

DINING SERVICES

Compass Group Catering New Zealand Ltd provide all residential meals on campus. Alan and his team are committed to offering good food that meets a diverse range of dietary needs.

HEAD OF HALLS

Amy Valentine

ASSISTANT MANAGERS

Adam Searle (Residential Life)
Brooke Petre (Residential Life)
Toshiko Knight (Community & Projects)

ADMINISTRATOR

Haymon Carr

OFFICE

Massey Halls - Residential Life
YFC Building, Rehab Road

TELEPHONE

09 951 7163

EMAIL

accommodation.manawatu@massey.ac.nz

VILLAGE MANAGER

Aroha Taimai

OFFICE

Massey Halls
Customer Services Office, Rehab Road

TELEPHONE

09 951 6300

EMAIL

campusliving@massey.ac.nz

UNIT MANAGER

Alan Shannon

OFFICE

Student Centre Dining Hall

TELEPHONE

09 356 8214

EMAIL

massey.pnorth@site.compass-group.co.nz

YOUR ARRIVAL



SEMESTER ONE ARRIVAL DAY – SUNDAY 20 FEBRUARY 2022
SEMESTER TWO ARRIVAL DAY – SUNDAY 10 JULY 2022

YOUR LIVING ENVIRONMENT

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

| | CATERED HALLS | SELF-CATERED HALLS (KAIRANGA / ROTARY COURTS) | ATAWHAI SINGLE UNITS / TARARUA / RUAHINE FLATS |
|--|---|--|---|
| BEDROOM | 1x King single or single bed and mattress | 1x King single or single bed and mattress | 1x King single or single bed and mattress |
| | 1x desk | 1x desk | 1x desk |
| | 1x chair | 1x chair | 1x chair |
| | 1x rubbish bin | 1x rubbish bin | 1x rubbish bin |
| | Wardrobe and storage cupboards and/or drawers | Wardrobe and storage cupboards and/or drawers | Wardrobe and storage cupboards and/or drawers |
| | Bookcase or shelves | Bookcase or shelves | Bookcase or shelves |
| | Lockable door | Lockable door | Lockable door |
| | Carpet | Carpet | Carpet |
| | Curtains | Curtains | Curtains |
| | Lighting | Lighting | Lighting |
| Electrical outlets | Electrical outlets | Electrical outlets | |
| Crockery and cutlery starter pack (dinner plate, side plate, cereal bowl, coffee mug, water tumbler and knife, fork, spoon and teaspoon) | | Sinks in bedroom | |

| | CATERED HALLS | SELF-CATERED HALLS (KAIRANGA / ROTARY COURTS) | ATAWHAI SINGLE UNITS / TARARUA / RUAHINE FLATS |
|-----------------------------|---|--|--|
| BATHROOM | Gender neutral or single sex bathroom and toilet facilities in each floor/pod/wing | Gender neutral or single sex bathroom and toilet facilities in each pod | Gender neutral or single sex bathroom and toilet facilities in each flat |
| | Bathrooms are generally equipped with shower cubicles with lockable doors; though in older style buildings designated as single sex Halls (Bindaloe and Craiglockhart) showers have curtained cubicles for privacy. | Bathrooms are equipped with shower cubicles with lockable doors | Bathrooms are generally equipped with shower cubicles with lockable doors |
| KITCHEN / KITCHENETTE | Each Hall has kitchen facilities for making lunches and light snacks | Self-catered Halls have full kitchen facilities for residents to prepare their own meals | Flats have full kitchen facilities for residents to prepare their own meals |
| LIVING ROOM / SOCIAL HUB | Each hall has common room lounge area. All common rooms for larger halls are equipped with a television. | Each hall has common room lounge area. All common rooms for larger halls are equipped with a television. | Each hall has common room lounge area. All common rooms for larger halls are equipped with a television. |

All rooms have WiFi services included within the accommodation package. Each student will have access to 400GB per month.



ITEMS TO BRING WITH YOU

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

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

PERSONAL FRIDGES

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

DECORATING YOUR ROOM

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



MOVING IN

CHECKING IN

When you arrive on campus, follow the signage to the Massey Halls Customer Service Office.



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



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



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



Buses in Palmerston North are free to Massey students. We'll help you get set up with what you need on Arrival Day.



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

MOVING OUT

END OF CONTRACT

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

LOOKING TO MOVE OUT EARLY? PLEASE TAKE NOTE:

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

EARLY DEPARTURE

RELEASE OF CONTRACT

If you would like to be considered for an early release of your contract, you will need to complete a Release of Contract Application, which can be collected from the Massey Halls Manawatū office.

The Release of Contract Committee meets within 7 days of an application being received. Please ensure you wait to receive the outcome decision on your application before making any alternative living arrangements as your application may not be approved.

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

SPECIAL CONDITIONS – PRE-VET AND AVIATION STUDENTS

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

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

YOUR FACILITIES

ACCOMMODATION FACILITIES

- Computer Labs
- Laundry
- Common Rooms with sofas, TV, Board Games on request
- Casual dining areas with tables and chairs
- Storage facilities
- Outdoor areas with access to BBQs
- Both a music and performance room and an art room are available for booking through the Residential Life Office

CAR PARKING

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

BICYCLE STORAGE

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



DINING HALL

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

INTERNET

Internet is included in your Halls fees. Details of how to access this is given to you on check-in.

LOCK OUTS, KEYS AND ACCESS SWIPE TAGS

You are responsible for your keys and access swipe tags, keep them on you at all times. If you lose your keys or swipe tags please notify Massey Halls Customer Service Staff immediately. You will be charged up to \$151 for the replacement.

LOCK OUTS DURING OFFICE HOURS

Monday – Friday
9.00am – 5.00pm

Massey Halls Customer Services
06 350 5056

LOCK OUTS AFTER HOURS:

Monday – Friday
After 5pm and before 9am

Saturday – Sunday
All day

Duty RA 027 246 2316

MAIL

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

MAINTENANCE

If you notice any damage or something that needs repairing, please report it immediately via the online portal.

SMOKING AREA

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

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

VACUUMS, IRONS AND IRONING BOARDS

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

SUSTAINABILITY

We have been working hard to improve our impact on our community and the planet by implementing sustainability initiatives throughout Massey Halls Manawatū. We now need you to get on board.



COMMUNITY GARDEN

We have our very own community garden that you can get involved in. We welcome volunteers to help us take care of our garden, contact the Residential Life Officer if you're keen.



COMPOSTING

Composting is an awesome way to reduce your household landfill waste and give back to the environment.

If you're on a meal plan then you'll be happy to know that our catering team compost the food waste from each day. We would love to see you get on board!



THRIFT RACK

We have our very own Thrift Rack in the laundry... take what you want, give what you don't want. The rack is an awesome way to reduce what might have ended up as waste when it still had some life in it and just needed to be re-homed. Please do not donate damaged goods.



RECYCLING

We all know how to recycle correctly don't we? Well it turns out, no, we don't always get it right. So ... we have set up a little healthy inter hall competition to help us get educated and really good at recycling!

How the competition works:

The comp runs over each semester where you will be competing to have the best overall recycling results for the semester. Halls compete in floors and apartments compete in blocks.

Your recycling bins will be spot checked 3 times a week. For every bin that has ALL items correctly recycled, you will get 1 point. A bin will fail immediately and receive no point if it is contaminated with even just 1 incorrect item in it.

We'll share recycling points gained and the running total for each hall floor and block weekly.

The floor & apartment block with the most points at the end of the competition will get a grand prize at the end of each semester and be titled as the reigning Recycling champs... until the next comp!

So to get a head start, see the image on the next page to see what goes in our recycling bins!



WATER USAGE

It's really important that we are all considerate of our water usage, both to reduce the impacts of overuse on our environment and the risk of drought in the area!

Here's some easy tips to reduce your water usage!

- Keep your showers to 4 minutes or less
- Turn off the tap when you brush your teeth
- Use the half flush on toilets (where possible)
- When rinsing or doing dishes in the sink, fill it up rather than running the tap



LIGHTS OUT

You might have noticed there are stickers on the light switches. We were noticing a lot of residents were leaving lights on when they were no longer in use! So our sustainability hall reps got together and put the stickers up to remind residents to switch them off when they're done. Please do your best to reduce your electricity usage.

RECYCLING PLASTIC IN PALMY

When you buy something in plastic, it should have a triangle with a number on the bottom. This indicates what type of plastic it is, and helps us to determine what can and can't be recycled. In Palmy, we can recycle 1, 2, and 5.

Can recycle:



- fruit and veg punnets
- some soft drinks and water bottles
- harder plastic containers that hold spreads like peanut butter and mayonnaise



- milk bottles
- juice bottles
- shampoo bottles
- some cleaning product bottles



- some takeaway containers
- plastic cutlery
- 2L ice cream containers
- medicine bottles
- 1L yoghurt tubs

Can't recycle:

We can't recycle plastic that is 3, 4, 6, or 7. These are items like sour cream, cream cheese and cottage cheese containers, six-pack pottle yoghurts (1L tubs are still all good), some big cleaning bottles with sturdy handles, some squeeze sauce containers, some takeaway containers, battery packaging and electronic packaging.

Not sure if you can recycle it? Visit: pncc.govt.nz/rubbishandrecycling

MEAL PLANS

Our meal plan consists of 14 Meals per week and this is loaded onto your Student ID Card. It provides a quick and convenient way for you to access both lunch and dinner (Monday to Friday) and brunch and dinner (weekends).

LUNCH OFFER (MONDAY TO FRIDAY)

You Design We Build Stations

Three hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc, and seasonal vegetables to complement the main meal

Full salad bar

DINNER OFFER (DAILY)

Three hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc., and seasonal vegetables to complement the main meal

Fresh fruit and dessert on offer

Full salad bar

BRUNCH OFFER (WEEKENDS)

Full continental breakfast including a full range of cereals, spreads or smoothie

Full cooked breakfast including bacon or sausages, scrambled or poached eggs, hash browns, breakfast breads

Two hot meal options – of which one will be vegetarian/vegan

Potato, rice or couscous etc. and seasonal vegetables to complement the main meal



BEVERAGES

Chilled water, juice, tea and filtered coffee on offer with each meal

VARIETY AND DIETARY REQUIREMENTS

All resident dietary requirements are met daily with nutritious and well-balanced menu options.

There is variety and choice available at each meal and a 6-week cycle menu.

Every meal period has the following dietary options available: Vegetarian, Vegan, Gluten Free.

FOOD4ME APP

Our Food4Me App allows our residents to view the menu, make orders, leave feedback on meals and respond to polls.

MEAL PLAN DINING TIMES

Brunch

10.00am - 1.00pm Saturday & Sunday

Lunch

11.00am - 1.30pm Monday - Friday

Dinner

5.00pm - 7.00pm Monday - Sunday

Please note dining times may change during semester breaks



YOUR COMMUNITY

YOUR NEW HOME

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

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

You will play an important role in your community through:

RESPECT

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

TOLERANCE

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

We encourage a community where differences are valued.

SUPPORT

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

INVOLVEMENT

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



LIVING TOGETHER

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



Learn people's names, it makes them feel special



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



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



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



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

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

LIVING AGREEMENTS

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

A staff member will facilitate this once you move in, but it is your responsibility to implement.

Community Living expectations will include:

- Sharing the kitchen and bathrooms
- Food
- Cleaning and cleanliness
- Rubbish and recycling
- Respect, boundaries and safety



YOUR SAFETY AND WELLBEING

WELLBEING AND SAFETY AT MASSEY HALLS

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 cause you stress 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

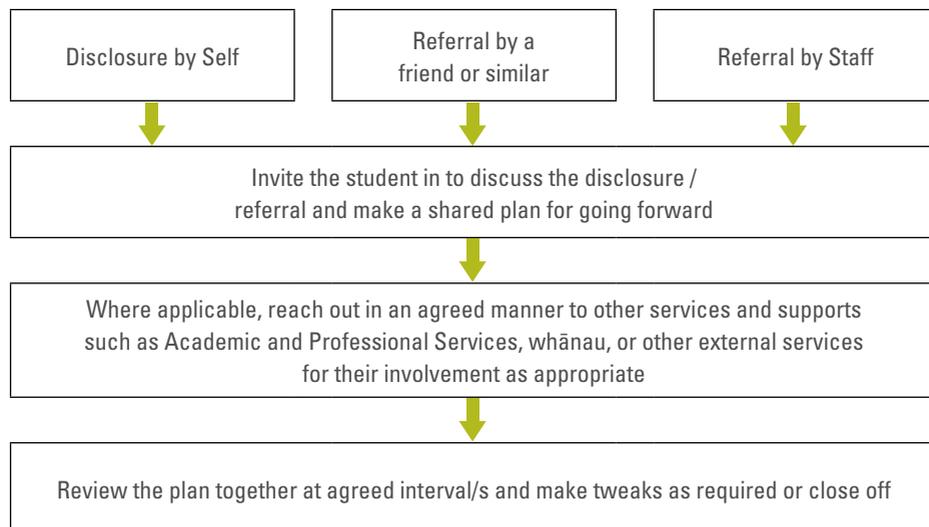
treated with respect and confidentiality, and wish to work with you not for you as we look for solutions together.

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 in 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 person's 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

ABSENCE

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

ACCOMMODATION FEES

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

CHANGE OF ROOMS

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

CRIMINAL OFFENCES AND CHARGES

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

COMPLAINTS

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

ELECTRICAL SAFETY

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

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

FRIDGES & FREEZERS

These are provided for communal use, so we strongly advise that you label all your food items. It is your responsibility to remove any unused or out of date items. Massey Halls does not take any responsibility for missing items.

GUESTS

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

ISSUES

The Massey Halls staff unfortunately can't be everywhere at once, so we need your help to address issues.

If you have a personal issue, are worried about someone, or aware of a behaviour breach, then please report it to us so that we can address it. We are contactable 24/7. We can't help if we don't know!

MAINTENANCE & HAZARDS

If you are aware of any hazards or maintenance, you must report immediately via the portal

www.portal.clv.co.nz/starrezportal

MEDICAL / PSYCHOLOGICAL

You must notify the Massey Halls Services 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.

PEST CONTROL

You are required to maintain a high standard of personal hygiene and cleanliness. You must ensure that food is not left out in/ outside rooms/kitchens because it can attract ants and other pests. Any pest infestation that is introduced, encouraged, directly linked to poor housekeeping or lack of hygiene will result in charges.

PETS

Unfortunately no pets are permitted to live at Massey Halls.

RELEASE OF CONTRACT

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

Release of Contract applications and further information about the process can be collected from the Residential Life office or by emailing accommodation.manawatu@massey.ac.nz

SOCIAL GATHERINGS

For the safety and comfort of all residents, private parties are not permitted in the Halls or communal areas at any time. Noise and numbers of people in a room at one time will be monitored by Massey Halls staff and/or Massey Security which may result in your being asked to vacate a room if it is not your own.

SUSTAINABILITY

We have worked hard to implement many sustainable initiatives over the years to help our community and planet and we can't do this without your help. You must also play your part in this role by ensuring you reduce your use of things such as electricity, water, plastic and waste. Please ensure you recycle your items correctly.



OUR RESPONSIBILITIES

THE PASTORAL CARE CODES OF PRACTICE

All tertiary accommodation providers in Aotearoa New Zealand are required to abide by Codes of Practice for Domestic and International Students. These Codes are 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 Codes relate to the following areas:

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

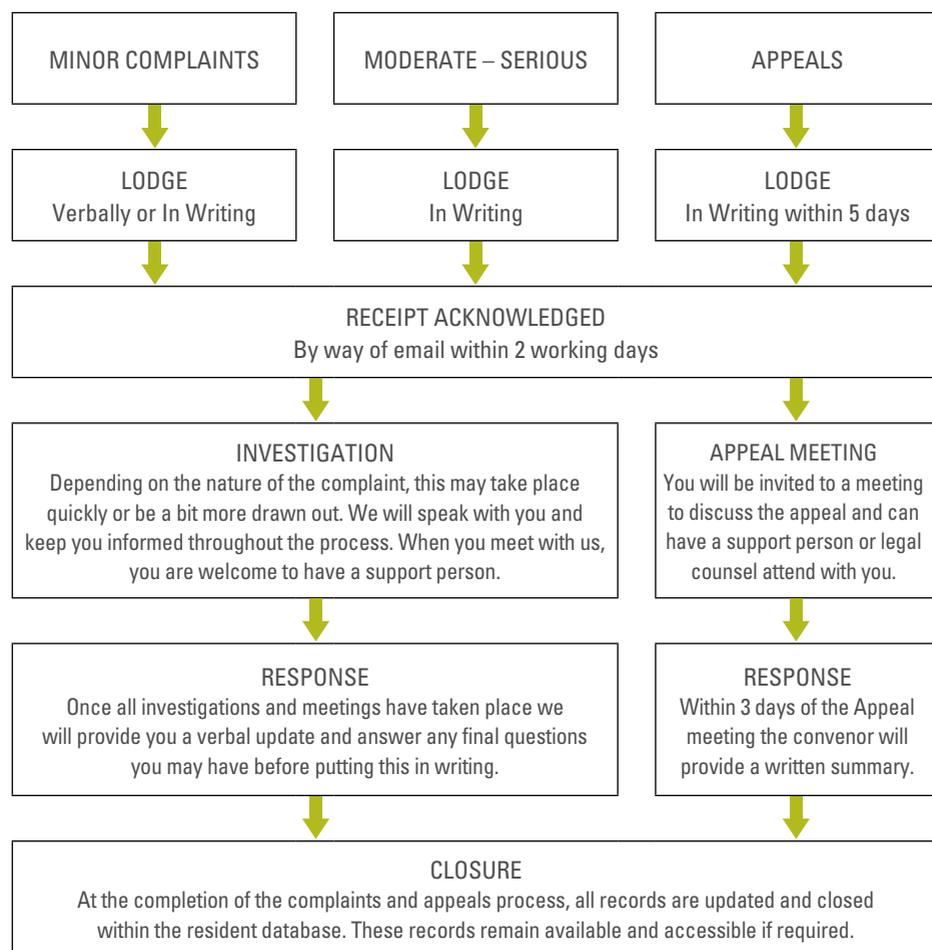
- Safety, security, and wellbeing
- Operational planning
- Buildings and facilities
- Grievances and appeals

Massey Halls are committed to upholding the Codes 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 in writing to accommodation.manawatu@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:



BREACHES OF THE CODE

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

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

COMMUNITY STANDARDS

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

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

Successful communal living comes from respecting other people and their property. This means understanding that others may have different feelings, responses, ways of expressing themselves, ways of doing things and tolerance levels. You will need to show respect, tolerance and consideration for others and you should expect the same in return.

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

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

ABUSIVE OR THREATENING BEHAVIOUR

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

ALCOHOL CONSUMPTION

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

- Alcohol can only be consumed in the following designated areas: Kanuka and Karaka Commons, Monro Common, Courts Commons, and Self-Catered lounges;
- No alcohol is to be stored or consumed within Alcohol-Free halls;
- Open vessels/drinks are not permitted outside of the designated areas such as bedrooms, bathrooms, hallways, and external grounds;
- Alcohol can only be consumed during the permitted hours of Thursday - Saturday 7pm – 10pm.
- The following alcohol is permitted; beer, cider, wine (excluding cask) and Ready to Drink ("RTD"), and must always be in its original container; and

- All other alcohol is not permitted, including but not limited to spirits i.e. vodka, gin, whisky;
- Large volumes of alcohol such as kegs, mini tankers, crates are also not permitted;
- Home brew kits or other methods of producing alcohol are not permitted;
- No glass bottles, except for wine;
- Massey Halls Staff and Security reserve the right to confiscate or request residents to dispose of alcohol if they have concerns about the resident's safety or wellbeing, or the effect of the drinking behaviour on the safety and wellbeing of others.
- Residents consuming alcohol must consider the needs of other residents. Behaviour resulting from the over consumption of alcohol that disturbs the peace and/or privacy of others will result in disciplinary action;
- Consumption of alcohol during study break and exam times is not permitted and these times will be advised to all residents each semester;
- Residential staff reserve the right to refer any resident with a pattern of excessive alcohol consumption to Student Health Services at Massey University, and/ or, the resident's parents or guardians may be contacted if there is a concern about the safety and wellbeing of the resident;
- Intoxicated guests or visitors are not permitted within Massey Halls and will be asked to leave;
- Massey Halls staff reserve the right to confiscate and destroy any alcohol being consumed outside of the Permitted Hours and/or the Designated Areas;
- Residents, aged under 18 years, are not permitted to consume alcohol under any circumstances;
- Any resident who purchases alcohol for any other resident aged under 18 will face disciplinary action and may be referred to the Police; and
- No recreational or illegal drugs will be allowed under any circumstances.

CLEANING AND CLEANLINESS

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

CRIMINAL OFFENCES AND CHARGES

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

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

DAMAGE AND VANDALISM

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

DANGEROUS AND HAZARDOUS SUBSTANCES

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

FIRE SAFETY

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

The unwarranted discharge of, or tampering with, a fire extinguisher, fire hose or fire detector is a serious offence and can result in serious harm. Any resident or their guest(s) found to be tampering with fire extinguishers, hoses, detectors (sprinklers, smoke and heat) or doors will face instant fines, and will have to pay costs for any damage caused, alarm reset fees, and may face criminal proceedings.

- Ensure when cooking that you are using the cooking appliances correctly and always attend to your cooking.
- Alarm resetting and sanctions of up to \$350 may be incurred.



GRAFFITI, TAGGING, POSTERS AND FLYERS

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

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

GUESTS AND VISITORS

All guests and visitors are the responsibility of the resident that invited them and are expected to uphold Massey Halls Community Rules. Non-compliance will result in guests being asked to leave.

It is important for the security of Halls buildings and the general safety of residents that doors and access ways into the Massey Halls are kept closed and free from obstruction at all times. Tampering with, propping open or obstructing doors and access ways will result in disciplinary action.



HARASSMENT AND BULLYING

All harassment complaints will remain confidential and it is the complainant's decision about how the issue will be investigated. Harassment complaints can be handled in a variety of ways. Please report any harassment issue to the Massey Halls staff.

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

INITIATION CEREMONIES, HAZING AND PRANKS

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

NOISE

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

Appropriate levels of noise and numbers of people in a room at one time will be monitored by Massey Halls Staff and/or Massey Security as required and/or Massey Security and may result in people being asked to leave a room/hall.

Residents must not cause excessive noise at any time. Noise is to be kept to a minimum after 10pm.

PORNOGRAPHY AND INDECENT EXPOSURE

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

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

RACISM AND DISCRIMINATION

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

RIGHT OF ENTRY

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

- if there is an emergency or there is a reason to believe that someone is in clear or imminent danger
- If there could be a possible breach of the rules by you or a guest
- if there is a requirement for maintenance; or
- for the purpose of our routine room inspections You will receive adequate notice by Accommodation Staff before an inspection is made.

SMOKING

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

SOCIAL GATHERINGS

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

UNAUTHORISED AREAS

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

DISCIPLINARY

DISCIPLINARY PROCEDURES

When an incident occurs within Massey Halls involving residents, the Massey Halls staff will lodge a report with the Accommodation Manager.

Residents involved will be contacted for a meeting with either the Residential Life Coordinator or the Accommodation Manager.

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

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

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



DISCIPLINARY PROCESS

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

The discipline systems include:

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

SANCTIONS

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

- Verbal warnings;
- Written warnings;
- Imposition of community service;
- Fines;
- Confiscation of items;
- Retraction of privileges, such as no guests permitted;
- Trespass notices;
- Behaviour contracts;
- Suspension from Massey Halls;
- Eviction.

EVICITION

Eviction occurs in rare circumstances, and as a last resort. Residents are normally given 24 hours to vacate the premises;

however, in extreme circumstances removal from the Massey Halls may be immediate.

Evicted residents must return their keys to staff and they may be trespassed, depending on the circumstances. Evicted residents remain liable for their accommodation fees up to the date the adjudicator sets for the termination date, to a maximum of 10 weeks.

URGENCY PROVISIONS

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

COLLECTIVE RESPONSIBILITY

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

APPEALS

If you want to appeal a sanction, you can do so within 5 working days in writing to the Head of Halls.

COMMUNICATIONS

FACEBOOK

We communicate mostly via our Facebook group "Massey Halls Manawatu 2022". We will email you the link prior to arrival so that you can add yourselves to the group. Each Hall has their own Facebook group too which your RA will add you to.

EMAIL

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

TELEPHONE

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

HALL AND APARTMENT GATHERINGS

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

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

 @masseyhallsmanawatu



EVENTS AND ACTIVITIES

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

Various activities on and off campus include:

- Themed Dinners
- Themed Nights
- Sports Days
- Hall Specific Activities
- Hall Competitions
- Charity Events
- Academic Support Workshops
- Wellbeing Workshops
- Halls Crawl
- A Night to Remember
- Halls Volleyball Comp
- Crazy Sports
- Fire, Health and Safety Expo
- Kiwiana
- Pit Park Tree Planting
- Flating Expo
- International Trips
- Halls Ball
- Dodge Ball Tournament
- Pool Party
- Themed Dinners
- Hall Specific Activities
- Charity Events
- Strengths Workshops
- Life skill Workshops



CAMPUS SERVICES

MASSEY UNIVERSITY STUDENTS' ASSOCIATION (MUSA)

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

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

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

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

CAMPUS INFORMATION SERVICES MŌHIOHIO

Assist students with a range of enquiries such as:

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

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

CAREERS AND EMPLOYABILITY SERVICE

ĀRAHI UMANGA

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

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

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

CHAPLAINCY

MINITA WHAKAPONO

Our chaplaincy team can assist you with:

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

Location: The Centre
Telephone: 06 350 5597

CENTRE FOR TEACHING AND LEARNING

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

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

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

DISABILITY SERVICES

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

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

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

FOOD OUTLETS

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

- STreat and TrEat – Dining Hall, Concourse
- Must Have Coffee (MHC) – Library
- Wharerata – University Avenue
- MUSA Shop – Concourse

HEALTH AND COUNSELLING CENTRE

TE WHARE HAUORA & ĀWHINA

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

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

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



STUDENT SUPPORT TAUTOKO TAUIRA MANENE

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

Student Registry Team:

- Admission and enrolment
- Visa enquiries
- Medical and travel insurance

international@massey.ac.nz

visa@massey.ac.nz

Student Care Team:

- Orientation, events, activities and seminars
- Pastoral care support
- Wellbeing outreach

studentcare@massey.ac.nz

Location: Registry Building Level 2

Telephone: 06 356 9099 xtn 84787

RECREATION CENTRE TE WHARE TAPERE

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

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

Location: Recreation Centre

Telephone: 06 350 5080

MASSEY SECURITY & TRAFFIC, COMMUNITY CONSTABLE

- Car Parking
- Lost property

Location: Security and Traffic Building,
Colombo Road

Telephone: 06 356 9099 xtn 82288



EMERGENCY PROCEDURES

KNOW WHAT TO DO BEFORE AN EMERGENCY HAPPENS

Dial ☎ 111 for Emergency Services
(Fire, Ambulance, Police) if required

IF YOU HAVE SECURITY CONCERNS ON CAMPUS:

Dial ☎ your Massey Security Team helpdesk
0800 MASS 50 (0800 6277 50) – 24Hrs / 7 Days a week

- Act on evacuation alarm or instruction from Massey Wardens.
- FLUORESCENT VESTS identify Massey Wardens.
- For more information on emergency management at Massey refer to: www.massey.ac.nz/emergency
- To keep updated following an emergency refer to the Massey University Homepage, and Massey on:

<https://www.massey.ac.nz>



- To receive emergency alerts direct on your smart phone from Massey download the Massey App: Scan the QR Code below or search "Massey Uni App" on www.massey.ac.nz

SCAN QR CODE TO GO TO MASSEY APP WEB PAGE



EXIT

BUILDING EVACUATION

EXIT

UPON HEARING THE EVACUATION ALARM OR ON INSTRUCTION:

- Evacuate the building IMMEDIATELY via the nearest safe fire exit.
- Take your keys, cellphones, bag and wallets only if they are in reach. DO NOT go back to get personal items.
- Follow the instructions of the Massey Wardens at all times – assist people with disabilities if asked.
- If you need help to get out, wait in the smoke stop lobby or stair landing until help arrives.
- Guide your visitors out of the building.
- Move quickly and calmly – keep noise to a minimum.
- DO NOT use lifts. DO NOT carry food or drink.
- Merge (like a zip) in the stairwells with occupants from other floors.
- Assemble at the designated assembly point.
- Advise a Massey Warden if anyone you know is unaccounted for.
- DO NOT re-enter the building until the Massey Warden has given the ALL CLEAR. Re-entry may take some time.

AFTER HOURS ALL BUILDING OCCUPANTS MUST:

- Be prepared to act as Warden.
- Know the location of the nearest fire alarm call point, emergency exit, fire alarm panel and assembly areas.
- Make a 📞 111 (Fire) call.
- Check their floor is clear and report to the fire alarm panel to await the arrival of the Emergency Services.

ALL CLEAR

- Remain at the Assembly Area until the Massey Warden announces the ALL CLEAR.
- If the Fire Alarm stops, it does not mean the emergency is over.
- Normal routine may resume once the ALL CLEAR is received from a Massey Warden.

EVACUATION PROCEDURE



EXIT

FIRE

EXIT

IF YOU SEE, SMELL SMOKE OR SUSPECT A FIRE

If safe rescue/
remove persons
in immediate
danger.

1. Activate alarm
2. Shout FIRE! FIRE! FIRE! to warn others.
3. Call 📞 111 (Fire).

- If safe, confine/contain the fire.
- Use fire fighting equipment only if **trained and competent** to do so.
- If safe to do so, turn off power to machinery or gas supplies
- Close doors after exiting the area.

- Walk, do not run, to the nearest safe exit.
- Do not push or crowd.
- Merge like a zip with occupants from other floors.
- Do not use lifts.
- Do not carry food or drinks.
- If you have to open a door and cannot see if the other side is safe, use the back of your hand to check for heat from the bottom to the top of the door. If hot, do not open the door. If not hot, open the door slowly standing behind and to one side.
- Proceed to designated Assembly Area.

DURING A FIRE

- If there is smoke: get on your hands and knees and crawl low and fast to escape smoke. The smoke will be hot and poisonous, and if you breathe it in, it can kill you.
- Remember: Get Down, Get Low, Get out.
- If you can, close doors behind you to stop the fire spreading.
- If you cannot get out of the building: close the door of the room you are in and put a towel or other material under it to stop the smoke coming in. Go to the window and yell 'FIRE! FIRE! FIRE!'. Wait for help.
- If you cannot open a window: (if it has security stays, for example), consider using a chair or other furniture to break the glass. Use something to cover any remaining sharp pieces of glass to escape unharmed.
- As soon as it is safe, call 📞 111 (Fire) immediately from a mobile phone or other Massey phone.
- Once you are out of the building, stay out.
- Proceed to the designated Assembly Area.
- Remember to let the Massey Wardens know if there is anyone missing. They will alert the arriving Firefighters and Emergency Services.

FIRE



EARTHQUAKE



DURING AN EARTHQUAKE

DROP where you are, onto your hands and knees. This position protects you from being knocked down and allows you to stay low and crawl to shelter if nearby.

Take **COVER** under a sturdy desk, table or other furniture. Protect your head and neck with one arm and hand.

- If a sturdy table or desk is nearby, crawl underneath it for shelter
- If no shelter is nearby, crawl next to an interior wall (away from windows)
- Stay on your knees; bend over to protect vital organs

HOLD on until shaking stops

- **UNDER SHELTER:** hold on to it with one hand; be ready to move with your shelter if it shifts.
- **NO SHELTER:** hold on to your head and neck with both arms and hands.

Do not run outdoors. Do not use elevators. Follow any directions from Massey Wardens

DURING AN EARTHQUAKE IF YOU:

ARE OUTSIDE: Drop, Cover and Hold. Protect your head and neck. Move to an open clear area if safe to do so. Avoid falling hazards.

IN A VEHICLE: Pull over and stop in clear area. Avoid overpasses, power lines and structural hazards. Stay in your vehicle.

Do NOT run outside during an earthquake.

It is frightening to stay in a building immediately after an earthquake but it is much safer than immediately going outside.

An earthquake is not like a fire. You do not have to evacuate a building straight away unless it is showing obvious signs of distress.

When you eventually evacuate, do take your wallet, coat, bag, etc. You are more vulnerable if you leave those things behind.

An evacuation assembly area in case of fire might not be appropriate after an earthquake. Glass and masonry falling into streets cause casualties. Large open areas with no tall buildings, power lines or other hazards immediately adjacent are best. It is often better to remain in your building until a safe route out has been found.

EARTHQUAKE



SEVERE STORM / TORNADO / FLOOD

Stay informed on local weather updates. Listen to your local radio stations, as Civil Defence and Emergency Management authorities will be broadcasting the most appropriate advice for your community and situation.

WHEN A STORM WARNING IS ISSUED AND DURING A STORM

- Secure, or move indoors, all items that could be blown about and cause harm in strong winds.
- Close windows, external and internal doors. Pull curtains and drapes over unprotected glass areas to prevent injury from shattered or flying glass.
- If the wind becomes destructive, stay away from doors and windows and shelter further inside the house.
- Do not walk around outside and avoid driving in a storm.
- Power cuts are possible in severe weather. Unplug small appliances that may be affected by electrical power surges. If power is lost, unplug major appliances to reduce the power surge and possible damage when power is restored.

TORNADOES

- Tornadoes sometimes occur during thunderstorms in some parts of New Zealand.
- Alert others if you can.
- Take shelter immediately. A basement offers the greatest safety. If underground shelter is not available, move to an interior room without windows on the lowest floor. Get under sturdy furniture and cover yourself with a mattress or blanket.
- If caught outside, get away from trees if you can. Lie down flat in a nearby gully, ditch or low spot and protect your head.
- If in a car, get out immediately and look for a safe place to shelter. Do not try to outrun a tornado or get under the vehicle for shelter.

DURING A FLOOD OR IF A FLOOD IS IMMINENT

- Stay out of flood water – it will conceal underwater hazards and can be contaminated with sewage and/or chemicals.
- If you have a disability or need support, make contact with your support network.
- If at home, put your household emergency plan into action and check your getaway kit. Be prepared to evacuate quickly if it becomes necessary.
- Where possible, move pets inside or to a safe place, and move stock to higher ground.
- Do not attempt to drive or walk through flood waters. Consider your route home and if it will be flooded.

SEVERE STORM / TORNADO / FLOOD



TSUNAMI

NOTE: None of the Massey campus locations (Auckland, Manawatū or Wellington) are located in a Tsunami Evacuation Zone.

This information applies when away from the main Massey campus locations and near to the coastline anywhere in New Zealand.



A tsunami consists of a series of waves; the danger may last several hours.

Know where the highest ground is and how to get there. Once you get to a place of safety, be prepared to wait it out.

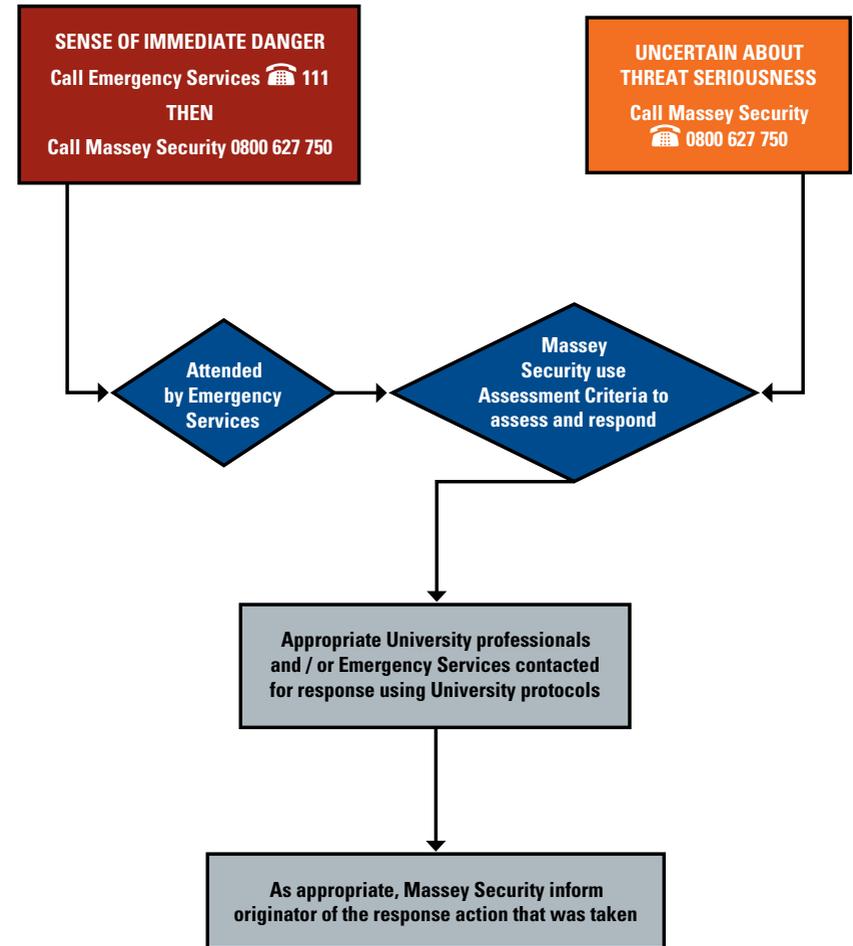
- Move immediately to the nearest high ground or as far inland as possible (Go at least 2km inland, or 35 meters above sea level). Do not wait for an official tsunami warning.
- Our entire coastline is at risk of tsunami. Knowing the right immediate action to take can prevent injury and save lives.
- If you are near the coast and feel an earthquake that is LONG or STRONG: GET GONE
- An earthquake that lasts more than a minute OR makes it hard to stand up is a natural tsunami warning.
- If you are near the coast, do not wait for an official warning. Move immediately to the nearest high ground or as far inland as you can. Walk or bike if you can. Stay there until you get the all clear.

TSUNAMI



POTENTIAL THREATS OF HARM

RESPONSE TO POTENTIAL THREATS OF HARM



THREATS OF HARM / ACTIVE ARMED OFFENDER

ACTIVE ARMED OFFENDER

New Zealand has a low risk of Active Armed Offender attack. However if attacks involving firearms and other weapons occur it is important to react quickly.



RUN!



HIDE



TELL

Your priority should be to remove yourself and others from close proximity to the offender/s, or areas that they might reasonably access. The following actions may influence the decisions you make in safely assessing your available options:

- Under immediate attack – Take cover initially, but attempt to leave the area as soon as it is safe to do so.
- Leave most of your belongings behind (except for mobile phone).
- Do not congregate in open areas or wait at evacuation points.
- Provide guidance to people that might be unfamiliar with the area.
- Make good use of available cover and concealment opportunities.
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.
- Nearby attack – Leave the area immediately and move quickly away from where the attack is located, but only if it is safe to do so.

If you do not believe you can safely evacuate, then you may need to consider sheltering in place. Constantly re-assess the situation and your options based on the best available information.

- Avoid congregating in open areas, such as corridors and foyers;
- Consider locking or barricading yourself and others in a room or secure area;
- Secure your immediate environment and other vulnerable areas;
- Move away from the door and remain quiet;
- Silence mobile phones and other devices that may identify your presence;
- Try to contact police (111) or others to advise of your location and situation;
- Assess and re-assess options for sheltering in place either at your current location or at an alternative location;
- Consider (only as a last resort) options for arming yourself with improvised weapons to defend yourself in the event that you are located by the offender.

The more information you can pass on to the Police the better, but NEVER at the risk of your own safety or the safety of others.

If it is safe to do so, think about obtaining the following information:

- Exact location of the incident;
- Description of the offender/s and whether they are moving in any particular direction;
- Details of any weapons being used;
- Number of people in the area and any that have been injured; and
- The motive or intent of the offender/s (if known or apparent).

Provide this information immediately to the Police via 111 if this can be achieved safely.

Consider providing information and advice to others that may be in your area that may be unsure of the current location of the threat and what they should do. Whether you are able to safely do this, and the communication methods available to you, will be determined by the circumstances and your own assessment of the situation.

ACTIVE ARMED OFFENDER

BOMB THREAT OR SUSPICIOUS PACKAGE

IF YOU DISCOVER A SUSPICIOUS PACKAGE

1. Do not handle or open the item.
2. Take steps to isolate the area and prevent others being near or touching the item.
3. Phone the Massey Security Team on 📞 **0800 6277 50** and describe the item and your suspicions.
4. The Security Team will make an assessment and will coordinate directly with NZ Police as required.

IF YOU RECEIVE A BOMB THREAT BY PHONE, EMAIL OR ANOTHER MEANS

- Listen carefully and get information (Record information using the checklist over page). DO NOT interrupt the caller.
- Report the threat immediately to the Police 📞 **111** and then Massey Security 📞 **0800 MASS 50 (0800 6277 50)**

Note EXACT wording of the threat from the caller.

Keep the person talking and note answers to the following questions:

- WHEN will the bomb explode?
- WHERE did you put the bomb?
- WHAT does it look like?
- WHAT kind of bomb is it?
- WHAT will make it explode?
- HOW long has the bomb been in position? Once evacuated, disperse as far away from the building as possible

Call 📞 **111** (Police) State that you have received a bomb threat:

- State your name and location including city, Massey Campus location, building name, floor and room number.
- State location of bomb and time set to explode, if known.
- Answer any questions as best you can, and follow the instructions given by Police.
- Notify and evacuate staff verbally if necessary.
- Do not activate fire alarm (unless directed to do so by Police).
- Do not use cell phones or radio transmitters (RTs).
- Do not touch or move any suspicious object.

THERE IS BOMB THREAT CHECKLIST ON BACK OF THIS PAGE

BOMB THREAT / SUSPICIOUS PACKAGE

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 contact a member of the Residential Life Team. |
| The student has gone home due to sickness or for a break | They should inform the Residential Life Team and sign out via the resident portal |
| 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 Team. |
| The student is concerned for the wellbeing of another Halls resident | They should inform the Residential Life Team.. |
| The student has a cleaning or maintenance concern | They should log this into the maintenance portal with their personal login details. If it is an urgent matter, they should contact the Residential Life Team.. |

IF

THEN

You have not heard from your 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 your 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

They should send an email to the Accommodation Manager outlining their concern. Details regarding who things can be escalated to are always included in any written follow-ups from the team

The student needs to raise a concern regarding the food or an incident in the dining hall

They should seek out their Hall Rep for support in raising this with the dining hall. This will ensure that the information also comes to the Village Form meeting for follow-up

The student wants a change of room

They can come and collect a Change of Room Request Form from the Residential Life Office in the Student Centre. Once the form is complete, the management team will look at it and may ask the student to come in to discuss further to help them make an informed decision

The student wishes to leave University Accommodation permanently

The student **MUST** complete a Release of Contract Request form.



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

Massey Halls Manawatū

OFFICE HOURS

| | |
|-------------------|-------------|
| Residential Life | 06 951 7163 |
| Customer Services | 06 951 6300 |
| Catering Services | 06 356 8214 |

OUT OF OFFICE HOURS

| | |
|----------|--------------|
| Duty RA | 027 246 2316 |
| Security | 06 350 5030 |

ADDRESS

Your new address for general mail is:

(Hall Name)
Massey Manawatū Halls
Massey University
Private Bag 11-222
Palmerston North 4442
New Zealand

Your new address for courier mail is:

(Your Hall Name)
c/o Massey Halls
Customer Services
Cnr University Avenue and Rehab Rd
Massey University
Palmerston North
New Zealand

For Atawhai Residents:

(Number of your Unit)
Keiller Place
Palmerston North 4442
New Zealand



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>

NEED TO TALK?

1737





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TE KUNENGA KI PŪREHUROA

UNIVERSITY OF NEW ZEALAND



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*This handbook was correct at time of publication January 2020, however, could be subject to change.