

UniLodge

Where I want to be

2023

**RESIDENT
HANDBOOK**

WELCOME

Kia Ora and welcome to our Whare!

We want you to enjoy yourself, but we also want you to be successful, and we understand that at times you will be under pressure to complete assignments. Our experienced management and residential advisor team are here to help you on your student journey.

The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so you can enjoy their stay. It also forms an important part of your lease terms and obligations.

Most of the information in the Resident Handbook is based on what could be considered general knowledge and much will have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY, and will be helpful in answering any questions and assisting you with any common issues that may occur.

Unilodge Stafford House Whakahaere wants to develop an atmosphere that provides students with the greatest opportunity to maximize their success, enjoyment and experience from their time studying in Wellington.



Welcome to the Stafford House family!

Enjoy your stay!

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ARRIVAL

You will be asked to complete and return a room inventory form within 48 hours of your arrival. Please ensure all defects, maintenance issues, and missing items are noted on it, as you will be held responsible for the cost of replacing items or repairing damage in your room.

Keys, swipes and security

You will be issued a room key and security swipe on arrival. You are not permitted to make copies of these. Your access card will allow 24-hour access to the Hall. If you lose your access card or room key, you will be required to pay for a replacement.

Please be responsible with your room key and access card. In order to reduce the risk of theft, please:

1. Lock your room, and take your keys whenever you leave your apartment.
2. Do not lend your room key and/or access card to anyone.
3. Keep your access card and room key with you at all times.
4. Report any lost keys or access cards to reception immediately.

Charges apply as follows:

- \$60 to replace your access card.
- \$150 to replace your room key.
- \$100 charge may apply if a staff member is required to unlock your door or grant access your apartment outside of office hours.

FACILITIES

ALLOCATIONS AND RELOCATION OF ROOMS

Stafford House Management decides bedroom and apartment allocations prior to your arrival based on the provided preference form. Disability and health requirements are prioritised.

The preference form part of the residency contract is used to place you where possible with your choices or with compatible people. Arriving early does not give you the choice of a different room or apartment. The offer of accommodation is not specific to a particular room or apartment.

Relocation - your initiative

You are required to remain in the room allocated to you for the duration of your lease agreement, unless we agree otherwise. If you are having issues with your room and would like to request a room change:

1. we expect you to remain in your room for a minimum of four weeks after arrival as everyone settles in
2. we encourage you to discuss the situation with your RA. We will attempt to resolve any conflicts or points of difference before considering a change of room.
3. If, after remaining in your room for four weeks, and after discussing the situation with your RA, you would still like a change of room, you may apply in writing to the Customer Services Manager for a change of room.
4. Any change of room is at our discretion and may require another resident to change rooms to make space for you.

Relocation – Our initiative

Stafford House may relocate you to another room if a maintenance issue is preventing you from living safely in your allocated room or apartment.

WHAT'S IN YOUR APARTMENT?

UniLodge Stafford House is apartment-style living. Although there is variation in the layout of the apartments within the Hall, each resident has his or her own bedroom but shares the kitchen and bathroom facilities with one or two other people. Four of the two-bedroom apartments are designed for disabled students.

SUPPLIED ITEMS

- Microwave
- Mini Oven
- Fridge/Freezer
- Dishwasher
- Washing Machine
- Dining Table and chairs
- Couch
- Plates and Cutlery
- Saucepan
- Cooking Utensils
- Frying Pan
- Toaster
- Kettle
- Iron
- Ironing Board
- Mugs and Cups
- Standard Single Bed (915 X 1880mm)
- Desk
- Desk Chair
- Lamp
- Pin Board
- Window Blinds

RECOMMENDED ITEMS

- Blue Tak and Drawing pins
- Cleaning products
- Coat hangers
- First Aid Kit
- Laundry basket
- washing powder
- Pillows, sheets, and blankets
- Towels

WHAT'S NOT ALLOWED

- Appliances that have NOT been tested and tagged
- Firearms and weapons (including replicas)
- Bar heaters
- Candles
- Fridges
- Incense and oil burners
- Any pets or animals

ACCOMMODATION FEES

Single room in 3 bedroom Apartment is \$334 per week (subject to change 2023). Refer to Residential Agreement for further details.

Additional (optional) Cost

Internet connection Fee \$99

WHATS INCLUDED

- Electricity and water
- Central heating
- Wardrobe, study desk, bed, lamp
- toaster, kettle, fridge and microwave and dishwasher and washing machine
- Common room, music room, gym, and bike storage

PAYMENT METHOD

Payment accepted by New Zealand or International Bank Transfer

Internet banking or international bank transfer please direct to:

Bank of New Zealand, Queen Street, Auckland 1010, New Zealand

Account number: 02-0108-0144516-00

Account name: UniLodge New Zealand Limited

SWIFT code: BK NZ NZ 22

Reference: Residents Surname/First Name

NON PAYMENT OR LATE PAYMENT

You are required to pay your rent weekly or fortnightly, in advance. This is the standard requirements for a Residential Tenancy agreement in New Zealand.

If you do not pay your rent you may be subject to mediation and Tenancy Tribunal action, including eviction.

Non-payment of tribunal orders will result in us lodging the debt with a debt collection agency that may affect your credit score.

If you are having trouble paying your rent, please contact us to discuss your options.

CANCELLATION

If you are considering cancelling the Agreement, we encourage you to discuss your situation with the Customer Services or Property Managers.

The following cancellation charges will apply;

Cancelling within 2 weeks of arrival - \$668

Cancelling after you have signed your lease but more than 2 weeks before you arrive - \$334

If you do decide to cancel, you must provide written notice of cancellation to management.

BEHAVIOUR AND CONDUCT

01 STAFFORD HOUSE IS A RESTORATIVE COMMUNITY

A restorative community is one in which every member is valued and feels they belong, where all contribute to the common good, and where conflict is handled in ways that promote accountability and repair. A restorative community fosters positive relationships founded on mutual care, respect, equality, responsibility and honest communication.

MISCONDUCT 02

If your conduct at any time amounts to, or may amount to, misconduct we may take disciplinary action against you in accordance with the law.

03 BEING A GOOD NEIGHBOUR

While you have a responsibility to behave appropriately to other residents within Stafford House, you also have neighbours in nearby buildings and houses. Being a good neighbour is a high priority for Stafford House and something we take very seriously. Treat these neighbours respectfully: please be quiet when passing by, and dispose of rubbish in the correct bins provided. The neighbours are good people, but understandably they get tired of noise, cleanliness, and rubbish issues caused by a small number of students.

The Management team responds quickly to complaints from tenants and has an effective process for investigating these and responding to them. They may take disciplinary action against you through the Tenancy Tribunal.

04 HARASSMENT

We are committed to providing a living and working environment that is free from harassment.

Harassment is unwelcome, uninvited behaviour, which can make someone feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. If the recipient perceives the harassment as such, then it is harassment.

Harassment includes the use of language (written or spoken) or visual material or physical behaviour that:

- expresses hostility against, or brings into contempt or ridicule, any other person on the grounds of colour, race, ethnicity or national origins, sexual orientation, ability or religion of that person
- is hurtful or offensive to that other person (whether or not that is conveyed to the person complained about)
- is either repeated, or of such a significant nature that it has a detrimental effect on that other person.

Causing disharmony includes:

- publishing or distributing written, visual or electronic material that is threatening, abusive, harmful or insulting, including on social media
- using words that are threatening, abusive or insulting
- physical behaviour that is deemed threatening, abusive or insulting.

GENERAL POLICIES AND RULES

01 GUEST

Guests are welcome at the Hall provided that they are sober and well behaved. As a resident, you must sign in your guest on arrival, be with your guest at all times while they are on Hall premises, and escort them out of the premises when they leave. This is necessary to maintain the security of our Hall, and to ascertain which people are in the building in the event of fire or earthquake procedures.

Unaccompanied, intoxicated or disorderly guests will be required to leave the Hall immediately. Staff may ask a guest to leave the Hall at any time. Remember that you are fully responsible for your guests' actions while they are at the Hall. If your guest causes any damage, you will be liable for all costs of repair, cleaning or replacement.

As a resident, you must not let your guest use your key or access fob. A guest is welcome to stay for a night or two if a guest pass is signed by a staff member at least 24 hours in advance of the guest's arrival. No guest may stay on a regular basis, and residents may only have one overnight guest at a time.

The Head of Hall has the right to enforce a no guest policy, which may occur during, but is not limited to, orientation periods, study periods or exam periods.

NOISE 02

Living in a large residential community requires consideration and respect. Residents living in the building are first and foremost students and an environment conducive to studying will always take priority. Noise must be kept to a reasonable level at all times:

03 ALCOHOL, SMOKING, VAPORISING AND DRUGS

Stafford House encourages and promotes a sensible and responsible attitude towards alcohol. The consumption of alcohol is one of the main factors contributing to disorderly behaviour and noise. We expect you to be responsible for your behaviour surrounding alcohol.

Persons under 18 will not be allowed to consume or be in possession of alcohol on the premises.

If you are 18 or over, reasonable consumption of alcohol in your room with a friend or two is allowed, provided that noise and/or damage is not a problem and no alcohol ban is in place.

If excessive noise can be heard at any time from outside your room, and alcohol is involved, then we may request you to end your gathering.

Actions of residents' guests are the residents' responsibility. Building staff will require guests to leave if their behavior is unacceptable or they are intoxicated.

No alcohol can be consumed in public areas including common rooms, hallways, music room, study room, gym, games room, any outdoor areas on Hall premises, and any other common space. Open drinks in these areas will be confiscated and disposed of.

Material that promotes alcohol or alcohol-related events may not be displayed or distributed, and will be removed.

04 SMOKING AND VAPING

Smoking anywhere within the building is a health and fire risk.

The designated smoking area is outside the communal lounge at the back of the building. Smoking is not permitted in front of the building.

Please ensure you use the smoking bins provided to dispose of any cigarette butts.

Drugs: marijuana and other illegal substances

It is forbidden to possess, use, and/or distribute marijuana and other illegal substances.

You are responsible for what happens in your room. Do not allow anybody to use drugs in your apartment.

Please inform office staff immediately if you suspect drugs are being used in your apartment or in the building.

CONFIDENTIALITY **05**

Staff and residents are expected to treat each other with respect and confidentiality. The University Privacy Statement governs collection, use, storage and disclosure of your personal information, as it relates to your residency in the building.

Resident Handbook

Acknowledgment

If you are a Resident at Stafford House you will have entered into a tenancy agreement.

Terms

Throughout this Handbook, capitalised terms have the meaning attributed to them in the Agreement. When we refer to we/our/us, we mean UniLodge Stafford House, and when we refer to you/your, we mean the Resident.

Disclaimer

To the maximum extent permitted by law, Unilodge Stafford House will not be liable for any loss suffered by any person due to reliance on the information contained in this Handbook, whether direct or indirect, and whether foreseeable or unforeseeable.

Confirmation

Date: _____

Signature of Resident _____

