

**UniLodge**

2026

**RESIDENT  
HANDBOOK**

# Version Control

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Author:	Susan Shen, Brandyn Cronin & Mandy Pope
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## Terms of Reference

Console/Reapit PM	Property management software used to manage the end-to-end Lifecycle of a student's residence
Property Manager (PMO)	Property Manager - Operations
RA	Residential Advisor
Residence	UniLodge Wellesley Apartments
Resident	A person residing at UniLodge Wellesley Apartments
Resident Handbook	The document that outlines the rules and obligations between UniLodge and a student who wishes to reside at UniLodge Wellesley Apartments
Residential Tenancy Agreement	Legally binding contract between UniLodge and a student who wishes to reside at UniLodge
Residential Tenancy Act 1986	Your contract abides by the New Zealand Residential Tenancy Act 1986.
RGM	Regional General Manager
GM STRATA	General Manager Strata
PMO	Property Manager Operations
CSM	Customer Service Manager
RLC	Residential Life Coordinator
RLP	Residential Life Program
Student	A resident of UniLodge Wellesley Apartments
Student profile	Residency records are maintained within Console for each student
UniLodge	The manager appointed by the building owner to oversee the day-to-day operations of UniLodge Wellesley Apartments Accommodation and instill the rules as outlined in this document
University	The Tertiary education facility that you attend

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# Manager's Welcome

We would like to welcome you to our 2026 UniLodge family of academic scholars. We trust that your stay here will be both enjoyable and productive. The residence, UniLodge Wellesley Apartments, will be your home away from home along with more than 450 other students. Moving away from family and family can be quite daunting. Rest assured we are here to facilitate a smooth transition and manage the rhythms of the academic year in a safe and supportive residential setting.

All of our team are aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments. The Resident Handbook (this document) is designed to ensure that everybody understands and observes the requirements and rules so that all students can enjoy their stay.

As a cohort, you may not only be from New Zealand but from all around the world. You study a variety of subjects, have a wide range of interests and talents, and have diverse cultural backgrounds. We will embrace diversity and similarities to produce a tight-knit and vibrant community, one in which we have confidence you will be able to make lifelong friendships and memories.

Most of the information in this handbook is based on common sense and already been explained during your initial sign-up process. Our requirements and rules ensure the COMFORT, SAFETY and SECURITY of all students.

We hope that this handbook will also prove useful in answering any questions and in assisting you with the most common issues that may occur. We have team members on call 24 hours a day, should you not find the answer you're looking for then please do give us a call.

This handbook is applicable to all residents regardless of your Tertiary education provider, and it is important to note that all residents are applicable to this guide.

The UniLodge Wellesley Apartments team wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Auckland.

This property is formally recognised under the Residential Tenancy Act (RTA) 1986.

Please read through this guide thoroughly to help you settle in. It is a useful reference tool to come back to throughout the year if you have any uncertainties.

We wish you an exciting year of self-discovery, success, and memory-making.

## Our Staff

General Manager - NZ Strata	Susan Shen
Property Manager – Operations	Anna Guo
Customer Service Manager	Brandyn Cronin & Manisha Deshar
Residential Life Coordinator	Mandy Pope Customer Service
Coordinator	Polly Wei & Aman Choudhary
Facilities Manager	Michael Williams

## Contacts

Reception: 09 888 5038  
Duty Phone: 022 105 6793  
ResLife Phone: 027 280 4253

# Pre-Arrival

What should you bring with you?

We recommend that you bring all your medications, personal health products and items that make you feel at home.

You will also need:

- Duvet and duvet cover
- King single bed sheets
- Pillow and pillow slip
- University essentials Laptop
- Stationery Coursebooks, etc.
- Crockery and cooking utensils
- Towels
- White Tac for posters and pins for pinboard
- ID, content insurance and community services card
- Coat hangers
- Personal first aid kits
- Your favourite coffee mug
- Washing basket

What you should not bring with you:

- Fridge, heater, electric blanket, or extra furniture
- Fireworks and any kind of weapon
- Bed
- Candles or incense
- Anything that can be considered offensive or pose undue risk
- Any kind of pet

## Immunisation

Are you immunised?

It is recommended that all students are fully immunised including against measles, mumps, rubella (MMR), meningococcal ACYW, meningococcal B and pertussis (whooping cough)

The varicella immunisation is also recommended for students who have not had chicken pox the disease or have not already completed a course of the varicella immunisation.

## Medical

If you require a fridge for medication or a sharps bin, please let us know before you arrive. Please let us know of any medical conditions that may affect you while you stay with us, it will not affect your application.

## Insurance

Before you arrive at UniLodge Wellesley Apartments Accommodation, we strongly recommend that you arrange insurance for all your personal belongings including but not limited to, cars motorcycles, bicycles,

computers, and personal effects.

UniLodge Wellesley Apartments Student Accommodation does not carry insurance for resident's belongings. Parents household insurance may cover their children's personal belongings, please check with your parents, never assume with insurance. The UniLodge Wellesley Apartments Accommodation holds no responsibility for loss, or theft of students belongings or possessions.

## **Carparking**

There is no Parking for rent at the UniLodge Wellesley Apartments Accommodation.

# **Your Living Space**

## **Room/Flat mate Allocation**

When you move in, we take your preferences into account and try to place you with flatmates who we think you will live well with. However, we cannot guarantee that the flatmates you are placed with, or any future flatmates, will match specific preferences, including gender, nationality, ethnicity, or any other personal characteristic. Similarly, the room you are placed in may not always meet your stated preferences. As the room you are placed in sits within these parameters.

We do not discriminate based on personal characteristics, and differences may still occur. In some cases, placements that do not fully align with your preferences may result from limited availability, as we must maintain occupancy within the building, along with other extenuating factors.

Having flatmates or a room that do not meet your stated preferences is not a valid reason to request a move or early lease termination outside of the standard process, and it will not result in any form of compensation. Residents are expected to respect each other and work together to create a positive living environment.

## **Changes to Room & Contract**

When you accepted your fixed-term residential agreement, you agreed to remain in your allocated room and pay for the entire residential period.

If you choose to break your lease by moving rooms or terminating your lease early, you must notify the Customer Service team and find a replacement tenant for your current lease. The replacement tenant must meet all eligibility criteria, complete the application process, and be approved by us. We can offer assistance in finding a replacement, but we cannot guarantee a timeframe of how quickly this can be done. Until a replacement is approved, you remain responsible for rent. A \$150 break-lease fee will apply, all necessary paperwork must be completed, and the room must be vacated and returned to the state it you received it in.

Basic room preference and intrapersonal differences/disagreements with your roommates will not be considered grounds for termination of your contract or a room change. These constitute as issues that can be resolved by talking to our RLC or CSM. A room change or early lease termination may be considered without a replacement tenant, but only under exceptional circumstances recognized by management pertaining to your health and safety within the building.

## **Room Inventory**

Prior to your move-in, a member of UniLodge staff will conduct an entry inspection of your room and apartment to document its condition and any maintenance issues that may be present. We expect that when you move out at the end of your stay, your room and apartment will be in a similar condition to how they were at the start.

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A similar exit inspection will be conducted by a UniLodge staff member to confirm this. Any maintenance issues or missing chattels that are found on the exit inspection will incur deductions to your bond equal to the cost of replacement/repair. You can report any maintenance issues that may arise during your stay through the Console Tenant App.

## **What is Provided**

A bed, a desk, a wardrobe, a TV, a table, chairs, couches, silverware, whiteware. Apartments have a kitchen and lounge area and there is also a large communal space on the ground floor often utilised for community events.

## **Room Cleaning**

You are required to keep your room clean, tidy, and pest-free. Vacuums are included in your apartment but can also be borrowed from reception to assist you if you need. Please work with your roommates to keep the common areas clean. Ensure you keep your shower drain clear of hair to avoid flooding your bathroom. There are regular room inspections which you are required to pass.

If you do not pass your inspection, you will be asked to reclean your room within the advised time. If you still do not pass a re-inspection, you may be charged for a contractor cleaner to bring your room back to the expected standard. The payment for a contractor cleaner may be deducted from your bond if similar cleanliness issues are found in your exit inspection. Entry into Rooms

## **Entry into the Apartment**

UniLodge staff will provide 48 hours' written notice before entering your apartment; however we reserve the right to enter any room at any time for any purpose reasonably connected with the wellbeing, welfare, and safety of people or for urgent maintenance of UniLodge Wellesley Apartment property. For non-urgent requirements, we will arrange suitable times with you directly, providing a minimum of 48 hours' notice. Should you advise us of a maintenance issue in your room, we will contact you regarding timing and a contractor can attend to fix this.

## **Miscellaneous**

- A guest/visitor is defined as anyone who is not assigned to your apartment.
- Please take care when putting items on the wall. Only use the noticeboard or white/blue tac.
- Costs other than fair wear and tear, related to damage will be invoiced to you.
- Any questions about room furnishing should be directed to the CSCs at reception.
- You are fully responsible for your room and the behaviours of visitors and happenings within, whether you are present or not, and visitors must always be with you.
- Be always noise aware and respect your community
- You are allowed up to 4 guests at a time that all must be signed in and out in the visitor log at reception.
- There will be no room swaps.
- Please do not move furniture out of your bedroom or communal spaces.
- To ensure that your room is adequately ventilated, please open the windows daily. Please remember to close them upon leaving to avoid birds entering the apartment.
- Sustainability is a key part of our UniLodge Wellesley Apartments Accommodation mission. Please use the recycling bins whenever possible. These can be emptied in the recycling bin or if the items are too big to fit in the recycling, please contact reception to help you drop them off to the recycling point.
- You are responsible for removing the rubbish from your room to the designated rubbish area.
- All electrical appliances must be certified. You are required to clean up after yourself in all common areas.

## **Laundry**

Commercial laundry is available on the ground floor. Each cycle is \$3.00, and it runs 30 minutes (best to set a timer so you do not forget). A hand-washing tub is also provided in the laundry room. Do not leave your clothes in the washer or dryer once the cycle has finished. The washing machine accepts on card payments.

Clothes left in the laundry without collection will be removed to the lost property and disposed of after 48 hours if not claimed. Any damage will be reported to reception asap. Each resident supplies their laundry detergent. Please only buy front-load washing detergent.

## **Communal Kitchen**

Please note that the communal kitchen on level 1 is for staff use only. This kitchen will be used by staff members for Reslife events from time to time.

## **Apartment Kitchen Etiquette**

- Please coordinate kitchen storage space with your roommate, potentially coordinating meals together to free up space.
- Please be wary of any roommate's potential dietary restrictions both in what you cook and how you store your food.
- Please clean up after yourself after any use of the kitchen space, don't leave dishes for your roommates to clean up.
- Please ensure you clear up any spills you have immediately.

## **Electric Scooters Rules and Regulations**

### Storage

- E-scooters must be stored inside your apartment only.
- Do not store in hallways, stairwells, or common areas.

### Charging

- Only charge inside your apartment using the original charger.
- No third-party chargers allowed (fire hazard).
- Do not charge overnight.

### Registration

- All scooters must be NZ rules certified.
- Notify reception immediately if you own an e-scooter.

### Questions?

- Visit or ask reception for help or clarification.

## **Quiet Hours**

Quiet hours at UniLodge Wellesley Apartments are from 10:00pm to 6:00am. During this time, please:

- Keep noise to a minimum in hallways, stairwells, and apartments.
- Use headphones for music or videos; speakers are not permitted during quiet hours.
- Speak quietly and be considerate of your roommates and neighbours in all shared spaces.
- Avoid slamming doors or making other loud noises when moving through the building.
- If you experience ongoing noise issues, report them to reception or building management.
- Take phone calls in private areas and keep your voice low.
- Large gatherings or parties are prohibited during quiet hours.

## **Overnight Guest Policy**

An overnight guest is defined as any non-resident on the property or any resident in an apartment other than their assigned unit between 10:00 pm and 6:00 am, regardless of the duration of their presence during these hours. Every overnight guest requires a host resident who is responsible for their behavior and must remain present for the entire visit; furthermore, residents must seek consent from their roommates before hosting an overnight guest. Residents are permitted to host a maximum of two overnight visits per calendar month, with only one guest allowed per host at any given time.

Prior to the visit, hosts must notify staff by completing the online Overnight Guest Form, and all external guests must sign in and out at reception upon arrival and departure. Overnights that exceed these limits are prohibited; breaches may incur a \$50 fee per person, per night charged to the responsible resident along with further conduct action, though this fee serves only as a consequence of non-compliance and does not authorize additional or extended stays.

## **Rubbish Room Disposal etiquette**

### General Rules

- Only use designated bins for rubbish, recycling, and organics.
- Do not leave rubbish on the floor or beside full bins.
- All rubbish must be tied securely in bags before disposal (especially food waste).
- If a bin is full, use another or wait until collection.
- Break down cardboard boxes before placing them in recycling.
- Rinse containers before placing them in the recycling bin to prevent odours and pests.

### Recycling Guidelines

- Follow local council rules (Auckland Council)
- Only recyclable materials are allowed in the recycling bin:
- Clean paper, cardboard, plastics (#1, #2, #5), glass bottles, and metal cans.
- No soft plastics, polystyrene, or food-soiled items.

### Prohibited Items in Rubbish Rooms

- No furniture, mattresses, or large household goods – these must be taken to the dump or arranged for bulk pickup.
- No hazardous materials like batteries, paint, chemicals, or electronics.

### Rubbish Room Hours

- Respect quiet hours: Avoid using the rubbish room between 10 PM and 7 AM (especially if near living

areas).

- No noisy dumping (glass bottles, dragging bins) during restricted hours.
- If you do happen to spill rubbish in the common area of your apartment, please do clean it up promptly.

### Respect for Shared Spaces

- Close the door behind you to maintain hygiene and security.
- Do not tamper with bins or rummage through rubbish.
- Report broken bins or hygiene issues to building management.

### Legal & Safety Note

- Improper disposal may breach Body Corporate Rules or Tenancy Agreements and can lead to warnings or fines.
- Follow Auckland Council rules on waste separation – non-compliance may result in rejected bin collections or fines from council waste services

### Washroom rules Do's and Don't

- Don't leave the toilet unflushed. Always flush after use. Double flush if needed.
- Don't throw anything other than toilet paper in the toilet. No wipes, paper towels, sanitary products, or rubbish. These cause blockages.
- Don't leave the washbasin dirty. Rinse the sink after use and avoid spitting toothpaste or food particles.
- Don't leave taps running. Turn taps off completely after using them to conserve water.
- Don't hang onto the space. Be mindful of time, especially during busy hours.
- Don't leave personal items behind. Towels, brushes, clothes, or toiletries should not be left unattended.
- Don't ignore maintenance issues. Report leaks, blockages, or damage to building management via email or Console Tenant app.
- Don't use washrooms for smoking or vaping. The entire building's premises is a smoke-free area; if caught, a fine of \$100.00 will be incurred.

## Residential Life Program

Our Residential Life Programme is designed to support your experience at UWA by creating opportunities for connection, shared experiences, and community. Through events, we aim to help you settle in, meet new people, and enjoy your time here.



## Events

We run regular events throughout the year, with something for everyone, including food, games, movies, music, sport, culture, and creative activities. Most events are free for you to attend and included in your rent, unless otherwise specified. Event details are shared on posters around the building, via email, and on our social media channels. Please note that events are exclusively for current UWA residents under the UniLodge Rental Programme, unless otherwise specified. We also love hearing your ideas, so feel free to share your suggestions!

## Photos and Videos at Events

We take photos and videos at events to capture the fun and share what is happening in our community. These may be used on social media or in promotional materials. If you would prefer not to be included, please let all staff on shift know before the event starts, and remind us at each event. Please note that we cannot guarantee that content can be removed once it has been posted. If you bring a guest (where permitted), it is your responsibility to make sure that they are aware of this too.

## Social Media

Stay in the loop with upcoming events, updates, and a glimpse into life at UWA! Follow us on:

- Instagram: @unilodgewellesley
- Facebook: UniLodge Wellesley Apartments
- TikTok: @unilodge\_Wellesley
- Xiaohongshu (Rednote): UniLodge Wellesley Apartments

## Maintenance

If anything in your room or another part of the residence needs repairing, please let us know via Reception/email or Console Tenant App. If anything needs urgent or emergency attention, please ring, come by reception or contact the on-duty staff.

## **Maintenance Response**

We work hard to quickly resolve all maintenance jobs. Once you have logged a maintenance request, you can expect the following response times:

- Routine - 5 days
- Urgent - 24 hours
- Emergency - 4 hours

However, sometimes it may take a bit longer than expected, depending on the circumstances of the job. In these cases, we will always endeavour to keep you up to date. If you would like an update, you are always welcome to come to reception and ask.

## **Building-wide Maintenance**

Throughout the year, UniLodge Wellesley Apartments Accommodation will undergo maintenance and checks to make sure our building is in tip-top shape. We will notify all residents at least 48 hours before any occurs.

## **Departing the Residence**

At the end of your residential agreement, you will need to depart the residence. To prepare for departing the residence, you will need to work with staff to make sure all the correct steps are followed. Generally, you will need to provide a departure date, arrange a final room inspection, tidy, and fully clean your room, settle your account and hand back your keys and swipe card. More information will be given to you at least 21 days prior to your departure.

## **Withdrawing from your Residential Agreement early**

When you accepted your fixed-term Residential agreement, you agreed to remain in the residence and pay for the entire residential period. If you find that you cannot continue with your study and wish to withdraw from your agreement you must first speak to the front desk to complete the required paperwork. There may be financial consequences for withdrawing from a contract early (break lease) and your property manager can talk to you about them.

## **Misconduct**

Damage and Consequences for Breaking Rules:

- Residents are responsible for any damage to their room.
- Any resident who causes damage to the UniLodge Wellesley Apartments Student Accommodation property will be expected to pay the full cost of repair or replacement, and this will be invoiced to you.
- Graffiti: The Decoration of walls or furniture with graffiti of any description is not permitted.
- If the damage is careless or intentional, then the Accommodation Contract may be terminated, via the residential Tenancy Tribunal, and the resident may be asked to leave the UniLodge Wellesley Apartments Accommodation, and if deemed appropriate New Zealand Police may be involved.
- Damage to common area property should be reported immediately to staff.
- Danger to other residents or self may be reported to the Police.

# Possible Eviction

The UniLodge Wellesley Apartments Student Accommodation promotes tolerance, courtesy and care for others and the different needs within the community. Management reserves the right to issue written warnings to residents whose behaviour is found to be unacceptable. Residents who have received a warning and continue with unacceptable behaviour will be reported to the Tenancy Tribunal for eviction.

An application may be made to terminate your contract in the following circumstances:

- Carrying, using or distributing illegal drugs or other illegal substances.
- To be involved in the harassment of or discrimination against another resident, staff member or person
- To be involved in the sexual and/or physical assault of another resident, staff member or person.
- To be involved in the theft of another person's property.
- To continue to engage in unacceptable behaviour as described in the Tenancy Agreement or this handbook after management has issued a warning.
- Any action that threatens to cause harm to another resident.
- Any behaviour that is against the law may also lead to eviction and the police being contacted

## Complaint Process

UniLodge aims to resolve resident complaints in a transparent and fair manner. With respect to our privacy policy, UniLodge will disclose to the complainant any requested information or documentation required to fully address the complaint.

Our objective in providing a complaint process is to allow our residents to air their grievances in a constructive manner with a focus on reaching a mutually acceptable solution. Where a mutually acceptable solution cannot be reached, UniLodge may refer to the resident handbook or to your Residential Tenancy Agreement in response to your grievance.

UniLodge aims to reach resolution of the complaint in a reasonable time frame, with a focus on minimising any ongoing impact to the resident engaging in the complaints process.

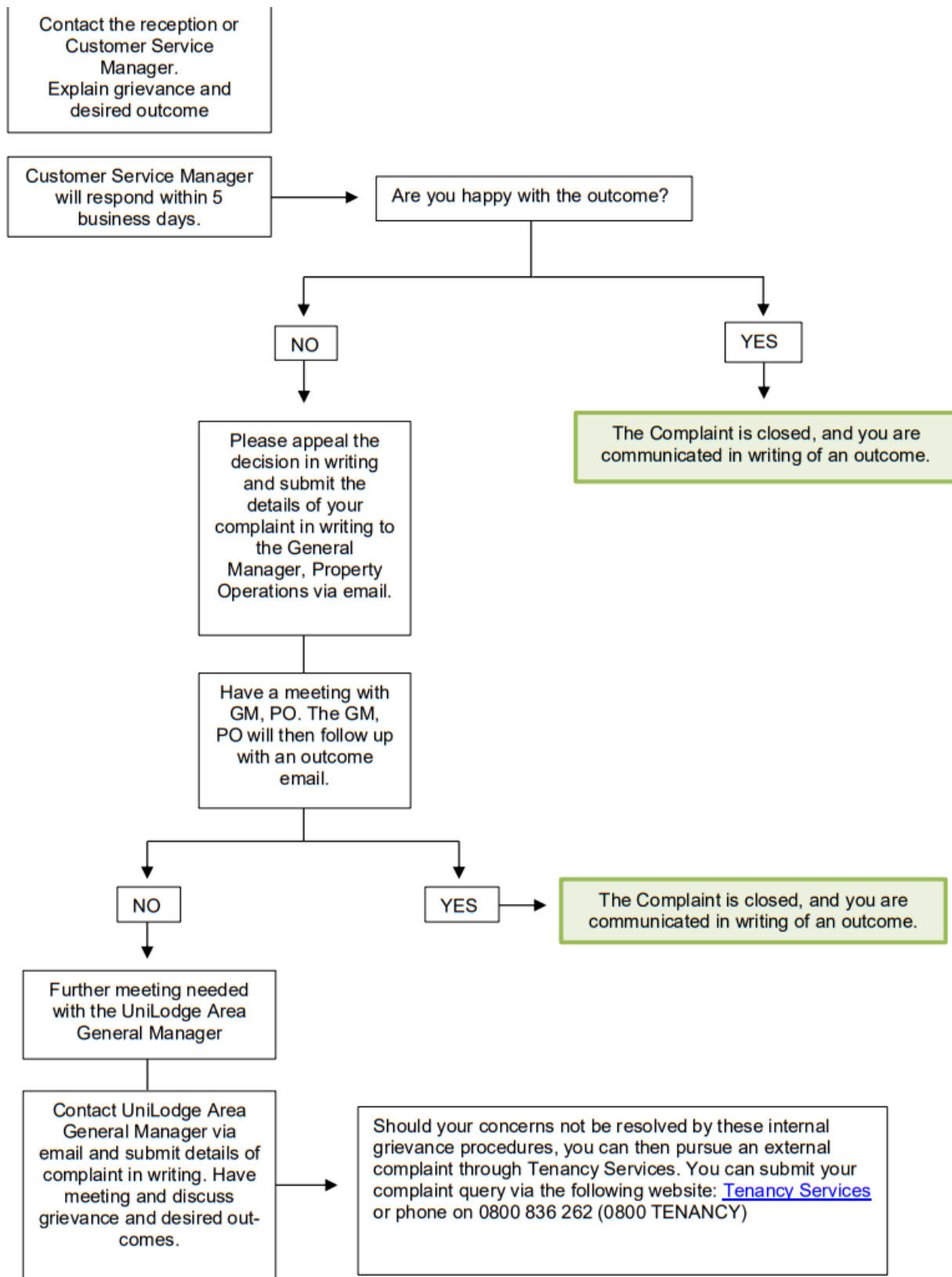
**Step 1:** Contact the RA or Residential Life Coordinator (RLC), or Customer Service Manager (CSM) at UniLodge Wellesley Apartments Accommodation. Explain your grievance and your desired outcome.

The ResLife Coordinator or the Customer Service Manager will respond to your complaint within five business days and may request to meet with the complainant as part of reaching a solution.  
(Not resolved?)

**Step 2:** Contact the Property Manager via email and submit the details of your complaint in writing. The Property Manager will request a meeting to discuss the matter further.  
(Not resolved?)

**Step 3:** Contact the UniLodge General Manager Strata via email and submit the details of your complaint in writing. General Manager Strata will request a meeting to discuss the matter further.  
(Not resolved?)

**Step 4:** Should your concerns not be resolved by these internal grievance procedures, you can then pursue an external complaint through the Tenancy Tribunal.



# Advocacy and Welfare

There are times when you might be worried or concerned about someone in our community, a friend, or family member. We encourage you to start a conversation; it's okay not to be okay. You do not need to be an expert to reach out, just be a friend and listen.

If you are worried about a friend but you do not want them to know you are concerned, we encourage you to fill out a care report (covered later in the handbook). We can then touch base with the resident you are concerned about.

We have set out our rules and guidelines to promote a safe and productive environment for all those in our care. It is designed to foster our expectations of who we are.

We are open and able to hear other points of view

We have a sense of connection with people and an interest in the well-being of others

We are willing to abide by group and UniLodge Wellesley Apartments Accommodation Agreements We are willing to speak up

We are willing to be quiet and listen

We have a healthy sense of self

We encourage you all to act in this way, to help grow our community.

## Tips on taking care of yourself

Share thoughts and feelings with friends, family, or a counsellor. Talking your problems through as soon as they appear can really help relieve stress and anxiety.

Eat nutritious food, get adequate sleep and exercise regularly. Doing these things can trigger a chain of healing effects - especially when you feel anxious or under stress.

Build and maintain your self-esteem. As you work on building your self-esteem you will feel better more often, enjoy your life more than you did before, and do more of the things you have always wanted to do. Learn to relax and spend time doing the things you love to do! There are many relaxation techniques and other methods available to suit personalities and lifestyles, e.g., hobbies, reading and meditation.

Seek help. A problem can sometimes be too hard to solve alone - or with friends and family - so it is important to seek professional help. You can see your family doctor, a community group, a psychiatrist, nurse, occupational therapist, psychologist, social worker, or counsellor.

UniLodge Wellesley Apartments will soon be rolling out Sonder (<https://sonder.io/>) as an additional support resource for all tenants. Sonder provides 24/7 safety, medical, and mental health support that you can access anytime through their app or phone service. This service will complement the existing support networks available to help ensure you have access to professional assistance whenever you need it.

Your education provider will have a Student Union, independent of the University and exists to support students. You can contact the Advocacy and Welfare Team via email, phone, or just drop into their offices to discuss your concern. The Advocate will be able to assist you in:

- Navigating the correct University appeals and complaints processes.
- Concern, complaint, and appeal letter writing.
- Locating and understanding important University regulations and policies
- Help you to understand all your options and avenues for resolution

- Advising you on what evidence may be required for an appeal or complaint.
- Facilitating communication between you and the University.
- Attending meetings as a support person or advocate and assisting with appeals.

The Student Advocate exists to provide this independent, confidential support to students so that they do not have to navigate appeals, grievances, or general concerns alone deciding to pursue one of these can be daunting, and it can help to have someone who knows the process to help you out!

### **Alcohol, Drugs, Smoking and Vaping**

- Drinking in the residence must be in a controlled, civilised manner so the rights of others are not compromised, and personal health and safety is ensured. The sensible use of alcohol using ALACs standard drink guidelines is officially accepted at UniLodge Wellesley Apartments Accommodation.
- No smoking or vaping is allowed on the premises. If caught smoking or vaping, a fine of \$100.00 will be incurred.
- Self-regulatory behaviour is expected around consumption and quantities purchased.
- Laws relating to underage drinking pertain to all aspects of Residential life.
- Host responsibility is key.
- Consumer of alcohol is NOT allowed in any public area (e.g., hallways, kitchens, TV lounges, and on the grounds of UniLodge Wellesley Apartments Accommodation).
- Alcohol is not to be stored in communal refrigerators and will be confiscated if found.
- Residents breaching the guidelines can expect to be brought to the attention of the Property Manager and General Manager Strata and may be actioned.
- Empty vessels must be taken to the house recycling not stored as trophies on your windowsill (we have more class than this).
- Being grossly intoxicated on site is a breach of contract with severe consequences.
- Guests are not permitted to bring alcohol into the common area.
- Access to ground-floor communal kitchen is restricted to staff members only. This kitchen is to be used by staff members for residential life events.

### **Drugs/Drug Paraphernalia**

Except in the case of medical prescriptions, the use of drugs and the storage of equipment to consume drugs is banned at UniLodge Wellesley Apartments. Where a disciplinary process establishes that a resident has committed a breach of this policy, their contract will be terminated. This sanction may be reviewed through the appeals process outlined in the accommodation contract.

### **Legal Substances**

At any given time, a substance can be classed as legal and yet it can have serious effects on your mental and physical health, some of which are not yet known. The legality of substances is something that can change suddenly because of the government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by law or by UniLodge Wellesley Apartments.

While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown or potentially negative health effects they may have. Should any changes be made to current legislation relating to alcohol purchase and/or use, these will naturally apply automatically. Cannabis is not permitted on site in any form.

### **Wellbeing Checks**

We care about you and your wellbeing, so we check in with all residents within every two-week period

Sometimes the check is obvious, like a text, and sometimes it is more subtle, like a casual chat at reception while you are passing by. If we reach out to you, please reply. Please note that wellbeing checks are just about you and your wellbeing. For rent, tenancy, or maintenance questions, please contact the general email, phone line, or reception instead.

## Pastoral Care

We are here for you if you need a friendly chat or someone to listen. Your main contacts for support are the Residential Life Coordinator and the Residential Advisors (RAs). We can offer guidance on wellbeing, social connections, or everyday challenges, such as feeling homesick or adjusting to university life, and can point you towards the right services if you need extra support. Please note that we are not therapists or counsellors - our role is to support and guide, not replace professional help.

## Care Report

The Care Report is an easy way to let us know if you are concerned about yourself or another resident. Anyone can submit a report - yourself, flatmates, other residents, or even friends and family outside of the building. You can access it through the QR codes on every floor or via the links in our social media bios. Once a report is submitted, we will follow up with the resident within two business days.

Important: The Care Report is for non-urgent concerns only. If there is an emergency or someone is at immediate risk, call 111

## Residential Advisors

Our RAs are students who live at UWA, so they really understand what university and life in the hall are like! They are here to support you, whether it is running reception, organising events, doing wellbeing checks, or being someone that you can talk to. The RAs take turns on shift, covering evenings and weekends. If you would like to chat with a specific RA, please wait until their shift (they are busy students too!), otherwise, you are welcome to speak with whoever is on duty.

## External Resources

If you need further support, you can reach out to:

- **1737 Need to Talk?**  
Support from trained counsellors for stress, anxiety, or distress  
Website: [1737.org.nz](http://1737.org.nz)  
Call: 1737  
Text: 1737**Lifeline**  
Emotional support for distress, anxiety, relationships, or loneliness  
Website: [lifeline.org.nz](http://lifeline.org.nz)  
Call: 0800 543 354  
Text: 4357
- **Youthline**  
Support for rangatahi / young people & whānau (up to age 24) for stress, anxiety, or relationship concern  
Website: [youthline.co.nz](http://youthline.co.nz)  
Call: 0800 376 633  
Text: 234
- **Samaritans Aotearoa NZ**  
Support for loneliness, distress, worry, or depression  
Call: 0800 726 666
- **Suicide Crisis Helpline / 0508 TAUTOKO**  
Support for thoughts of suicide or self-harm

Website: [suicidecrisishelpline.org.nz](http://suicidecrisishelpline.org.nz)

Call: 0508 828 865

- **Depression Helpline**

Support for depression, low mood, or emotional wellbeing

Call: 0800 111 757

Text: 4202

- **Anxiety NZ Helpline**

Support for anxiety, panic, or stress-related concerns

Call: 0800 269 4389

- **Safe to Talk**

Sexual harm support for survivors

Website: [safetotalk.nz](http://safetotalk.nz)

Call: 0800 044 334

Text: 4334

- **Alcohol & Drug Helpline**

Support for alcohol or drug use concerns

Call: 0800 787 797

- **Netsafe**

Support for online safety, bullying, harassment, or digital harm

Website: [netsafe.org.nz](http://netsafe.org.nz)

Call: 0508 638 723

- **The Lowdown**

Online support tools and coaching for low mood, stress, or anxiety

Website: [thelowdown.co.nz](http://thelowdown.co.nz)

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## Emergency Plans

### Safety, Security and Fire

- Please ensure external doors are shut behind you after you come in. This is for the safety of you and your peers.
- To protect your belongings, it is crucial that you lock your door and windows whenever you are away from your room (even if just for a short time). It is also advisable that you lock your bedroom when you go to bed at night.
- Cleaners will lock your room once they have cleaned it, regardless of whether it was locked when they entered it.
- Fire safety requirements strictly prohibit the burning of candles or incense in the buildings.

All rooms are fitted with sensitive smoke alarms that can be set off by deodorant spray, hair straighteners and burnt toast, for example:

Any fire callout caused through resident carelessness will be charged to the resident responsible. Fire Exits MUST NOT be used unless in an emergency. Any use will trigger an alarm. Students MUST NOT cover smoke detectors or sprinklers in their rooms.

Tampering with fire equipment/ lifesaving systems may result in cancellation of your residential contract.

### Fire Alarms

Written by: Susan Shen, Brandyn Cronin & Mandy Pope

It is a requirement that all students residing at UniLodge Wellesley Apartments Accommodation know the fire evacuation protocol. Staff will reinforce procedures at the start of the year. In the event of a fire alarm, leave the door of the room you are in unlocked but closed and close your window if safe to do so. Calmly exit the building through the nearest emergency exit (know where the nearest emergency exit is). Assemble point and congregate with the members of your floor. A rollcall will be taken promptly.

Do not re-enter the building with an active alarm once you have evacuated. Alert on duty staff if anyone is sick and room bound or needs assistance exiting the building. If you know that someone is out of Residence, tell your RA or a senior staff member. Please do not leave the evacuation area until the 'all clear' has been given.

## **False Alarms**

False fire alarms form the bulk of NZ Fire Service callouts. Each one has a cost to the taxpayer and UniLodge Wellesley Apartments Accommodation. Whether accidental or malicious, there are circumstances where this can be charged to the individual who set it off. Some common activators of false alarms include touching/tapping or knocking a detector in any way, steam from hair dryers and straighteners, excessive use of alcohol-based sprays and aerosols, smoke from overcooked food. It is recommended if you create smoke and set the alarm off in your room that you air it out of your windows, not into the hallway as it will trigger a building wide alarm.

## **Lockdown**

In the rare event of a building lockdown, Remain indoors, draw curtains if can, keep away from windows, out of sight and low to ground, turn off lights, lock and barricade door, stay quiet but alert, put cell phone on silent, calm breathing, await instructions and all clear. If possible, all key access will be suspended until lockdown has been cleared.

## **Emergency Preparedness**

You should be prepared for an emergency. It is recommended that all residents have a small personal emergency kit that is kept in their room, containing the following:

- Emergency contact details
- Torch and spare batteries
- Sturdy pair of shoes
- Medications
- Bottles of water
- Snack
- Jacket or something warm
- Cell phone

## **Consent**

With 467 Residents at UniLodge Wellesley Apartments and thousands of young adult students at local tertiary institutions, relationships will form between Residents. These may range from casual friendships to more intimate interactions. In all relationship matters it is essential that mutual respect and consent is followed by both parties.

All Residents of UniLodge Wellesley Apartments Accommodation must be very clear on the meaning of sexual consent. Before arrival, you will receive a link to your online training platform for UniLodge Wellesley Apartments, which all residents must complete prior to arrival.

## Accommodation

These courses are mandatory for all residents. Sexual activity without consent may be treated as serious misconduct and may be reported to the New Zealand Police. The following are some good guidelines:

The consent must be CLEAR. The absence of a “no” does not mean “yes”.

Silence is not consent. “No” means “no”.

Consent must be COHERENT. People who are asleep or incapacitated by drugs or alcohol cannot give consent.

Consent must be WILLING. It is never given under pressure, whether that is emotional or physical manipulation or threats being used.

Consent must be ONGOING. If someone consents to one sexual activity, that does not mean consent to all or repeated activities.

As a community, you are also responsible for each other. Please look after your friends and be proactive in supporting anyone who is in potential danger or harm.

Helpful links <https://safetotalk.nz/> <https://betterblokes.org.nz/>

## Important Regulations:

- Maximum number of tenants(s) is 1 per bedroom.
- All tenants must be attending a tertiary-level institution.
- Alcohol is not to be consumed in public areas
- No pets allowed.
- No smoking or vaping is allowed on the premises. If caught smoking or vaping, a fine of \$100.00 will be incurred
- Body Corporate building rules and Resident Handbook rules need to be always followed for the full duration of the stay.
- Cancellation by Resident: If you give us written notice that you wish to cancel this agreement, the following will apply: (a) if we receive notice on or before moving in, first week or rent will be non-refundable and the Bond Paid will be refunded by the Tenancy Services only to a NZ bank account. (b) if received whilst in house, you are responsible for payment to the end of your fixed term contract. Notice to terminate tenancy\* above.
- Repairs, Maintenance and Cleanliness – The Resident is liable for any damage or loss caused by negligence or misuse of the Room as set out in this agreement, and the Resident will be charged for labour, any associated costs of repairs, special cleaning and rubbish removal.
- Fixed-term tenancy cannot be renewed unless agreed by both tenant and UniLodge or otherwise it will end.
- Hot and cold-water connection and their usage are included in the rent.
- Lockout Fee – The first three lockouts are complimentary – following this, a charge of NZ\$25.00 is payable by the Resident if the Resident locks them out of the Building or their Room during or after Hours.
- Replacement Swipe Card – a charge of NZ\$50.00 is payable to provide a swipe card to the Resident if it is lost or misplaced.
- False Call Out Fee for Department of Fire and Emergency Services (FENZ) or contracted Fire Systems company – any charges incurred from a false fire alarm caused by the Resident or a guest of the Resident will be on-charged to the Resident.

- Debt Collection costs – any charges incurred as a result of UniLodge having to contract a debt collection agency to collect all or some of the Residence Fee or any other miscellaneous charges related to this contract will be charged to the resident.
- Rent and invoice payments are processed through Console Pay, while move-in costs are charged via the Stripe payment gateway through Levart when the offer is made. The property operates on a cashless payment system, and manual bank transfers or EFTPOS card payments are not accepted. A 2.48% surcharge (minimum \$0.99) applies for Visa and Mastercard transactions and 0% for Direct Debit. A \$14.80 fee applies to any failed payments. Rent is required every 2 weeks in advance - It is different from the bond (bond will be lodged to the Bond Centre within 23 working days from commencement of tenancy).
- The management/landlord can end the tenancy through the Tenancy Tribunal if: The resident has breached their contracts i.e., Overdue rent arrears or repeat offence of anti-social behavior's
- If rent is unpaid, we will revert through to the Tenancy Services to collect payment. If the use of a third-party debt collection agency, UniLodge will charge the debtor any associated costs for the collection of outstanding funds.

**Extra information:**

“Some tenants find the concept of 'rent in advance' confusing. A way to explain it is that it's like paying money into a parking metre. You pay the money when you park, which covers the period from then until the money runs out. Then you pay again for the next period.”

## **Resident Handbook Acknowledgement Form**

# **IMPORTANT**

By signing this form, you acknowledge your responsibilities as a Resident of UniLodge Wellesley Apartments Accommodation, the standard of conduct expected of you as a member of the community, and that you agree to abide by these standards.

I, \_\_\_\_\_(Name/Names)

at UniLodge Wellesley Apartments Accommodation, I acknowledge that I have read, fully understood and accepted the contents of the **Resident Handbook**.

I acknowledge my responsibilities as a Resident at UniLodge Wellesley Apartments Accommodation, the community standards expected of me, and I will follow them according.

**Signature(s):** \_\_\_\_\_ **Date:** \_\_\_\_\_