

UniLodge

STAFFORD HOUSE



RESIDENT HANDBOOK 2022-2023

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 study 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!

Manny Satisfied

Head of Hall/Property Manager - Operations

TABLE OF CONTENTS

- 04 Meet the team
- 05 Arrival
- 06 Facilities
- 07 What's in your apartment
- 08 Accommodation fees
- 09 Non payment and late payment
- 10 Behavior and conduct
- 11 Behavior and conduct continued
- 12 General policies and rules
- 13 Alcohol, smoking, vaporizing, and Drugs
- 14 Confidentiality
- 15 Resident Voice
- 16 Handbook Acknowledgement



MEET THE TEAM



MANNY SATISFIED

Property Manager - Head of Hall



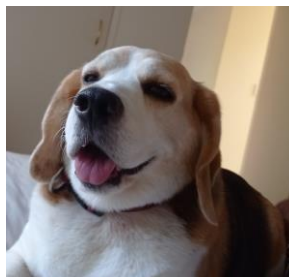
TEAROA ATAMA

Customer Service Manager - Deputy Head of Hall



DELILAH SAVAIINAEA

Customer service coordinator - Administration



FREDDY

Mascot & wellness support

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, access cards and security

You will be issued a room key and access card 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:

- \$30 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 to the Hall during quiet hours.

FACILITIES

ALLOCATIONS AND RELOCATION OF ROOMS

Hall 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 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 a place at the Hall is for a room and 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 the Term, 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 will generally require another resident to change rooms.
5. If we are able to offer you another room, you will be required to pay a room change fee of \$50 when you change room.

Relocation – Our initiative

The Hall Residence Agreement contains details on our rights to ask you to move to another apartment in the hall, and/or to a different University Hall of Residence/or accommodation.

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
- ♦ Venetian 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 2/3 bedroom Apartment is \$315 per week (subject to change 2023). Refer to Residential Agreement for further details.

Additional (optional) Costs

CSP (Activity Fee) \$60

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
- Residential Life Program Membership
- Secure swipe card access to the property
- Recreation room, music room, study room, gym, and bike storage

PAYMENT METHOD

Payment accepted by New Zealand Direct Debit and/or debit card, Internet banking, or international bank transfer and by both New Zealand and International credit card.

We do not accept cheques, bank notes and coins.

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

If any amount you are required to pay under the Hall Residence Agreement is not paid by the due date, the following will apply:

1. You may be required to pay an additional late payment fee of \$50.00. if you have discussed your reasons for late payment with us before the due date, we may, at our discretion, waive the late payment fee.
2. Your Guarantors may be contacted for payment.
3. Should you be referred to debt collection you will be required to pay any associated debt collection costs.

CANCELLATION

The Hall Residence Agreement contains details what is required to cancel the Agreement, and your liability if you do decide to cancel. If you are considering cancelling the Agreement, we encourage you to discuss your situation with the Customer Services or Property Managers.

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

BEHAVIOUR AND CONDUCT

01 THE HALL IS A RESTORATIVE COMMUNITY

The Hall 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

As a resident in the Hall the Student Conduct Statute applies to your conduct. we encourage you to make sure you are familiar with the Student Conduct Statute. If your conduct at any time amounts to, or may amount to, misconduct under the Student Conduct Statute, we may take disciplinary action against you in accordance with that Statute

03 BEING A GOOD NEIGHBOUR

While you have a responsibility to behave appropriately to other residents within your Hall, you also have neighbours in nearby buildings and houses. Being a good neighbour is a high priority for the Hall 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 Hall neighbours and has an effective process for investigating these and responding to them. They may take disciplinary action against you under the Student Conduct Statute as a result of receiving complaints from neighbours.

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.

Harassment and causing disharmony are not permitted at the Hall. If, at any time, your conduct breaches the Student Conduct Statute, we may impose any disciplinary action or penalty available under the Statute.

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 at the Hall 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:

1. Quiet hours are from 10:00 pm until 8:00am daily, 8:00am until 8:00am during exam periods
2. During Quiet hours, no noise should be heard from your apartment or common areas. this policy is strongly enforced
3. Staff may require that guests who do not respect quiet hours will be required to leave the Hall

03 ALCOHOL, SMOKING, VAPORISING AND DRUGS

The Hall 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, and as a resident you agree to abide by the following alcohol rules:

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 your gathering could be closed down.

Actions of residents' guests are the residents' responsibility. Hall staff will require guests to leave if their behaviour 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.

Total alcohol bans may be put in place during orientation, study and exam periods, and at any other time. The Head of Hall may put in place an alcohol limit or ban at any time.

You may not have or use any equipment that encourages excessive or unhealthy drinking, including but not limited to kegs, funnels, home brewing equipment or paraphernalia associated with drinking games.

Drinking games are not permitted on Hall premises.

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 Hall is a health and fire risk. If you are found smoking in the Hall, smoking materials will be confiscated and disciplinary measures will follow.

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. Residents discovered using, in possession of, or selling such substances will face disciplinary action in accordance with the Student Conduct Statute. In addition, we may notify the Police.

You are responsible for what happens in your room. If there are signs of drugs having been used in your, you will face disciplinary action. Do not allow anybody to use drugs in your apartment.

Please inform an RA or office staffs immediately if you suspect drugs are being used in your apartment or in the Hall. Paraphernalia associated with drugs is not permitted in the Hall and may be confiscated. Further investigation will occur and any confiscated items will not be returned.

Party pills and herbal highs

Although deemed legal, party pills and herbal highs may not be possessed, used and/or distributed on Hall premises. The Hall chooses not to have them on site.

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 at the Hall.

RESIDENT VOICE

RESIDENTS ASSOCIATION

The Residents Association offers you a chance to become actively involved in the Hall environment; it assists in the organization and promotion of cultural, social and sporting activities for the benefit of all residents.

Elections for the Association takes place in the second week of Semester one (immediately after orientation week). Each floor will elect their own Representative, and the the Hall will elect the President and Vice President.

The Association has no responsibility for the administration or management of the Hall. They instead offer an important voice for residents and help facilitate opportunities for fellow residents, with the support of the Unilodge Team.

if you are interested in applying, email us at staffordhouse@unilodge.co.nz

Resident Handbook

Acknowledgment

If you are a Resident at Stafford House you will have entered into a Hall Residence Agreement prior to taking up accommodation at the Hall.

The Hall Residence Agreement binds you for the Term set out in the Agreement, and requires you to read and comply with this Handbook.

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

