

UniLodge

Where I want to be

2024

**RESIDENT
HANDBOOK**

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 swipe will allow 24-hour access to the building. If you lose your swipe you will be charged for a replacement. If you lose your key you will need to pay for your locks to be rekeyed/

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 swipe to anyone.
3. Keep your swipe and room key with you at all times.
4. Report any lost keys or access cards to reception immediately.

Indictive charges are below but may change due to contractor charges.

- \$60 to replace your access card.
- \$150 to replace your room key.

If you lock yourself out of your room or apartments outside of staffed hours you will need to call a locksmith and this will be at your cost unless the locksmith determines that the issue was a fault beyond your control. If this is the case then the lockout costs may be reimbursed.

ALLOCATION 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.

Your room will be allocated before you arrive. We take ages, genders and backgrounds into consideration when allocating rooms. Please let us know if you have any specific requirements.

Relocation - your initiative

You are required to live 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 us. 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 if 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. A fee of \$120 will apply.
5. All rent must be paid up to date before you are able to move rooms.

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 each resident has his or her own bedroom but shares the kitchen and bathroom facilities with one or two other people. Some of the two-bedroom apartments are designed for disabled students with accessible showers and lower benchtops.

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
- 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

RENT

Single room in 2/3 bedroom Apartment is \$334 per week (subject to change 2025). Refer to Residential Agreement for further details.

Additional (optional) Cost

Internet connection Fee \$99

WHATS INCLUDED

- Electricity and water
- Central heating
- Common Room room, music room, gym, and bike storage

PAYMENT METHOD

Payment accepted by internet banking.

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

If you are paying from overseas, please make sure your payment covers and charges and fees we may incur.

NON PAYMENT OR LATE PAYMENT

You are required to pay your rent weekly or fortnightly, in advance. This is the standard requirement 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.

Nonpayment 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 as soon as possible to discuss your options.

ENDING YOUR TENANCY

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

If you do decide to cancel, you must provide us 28 days written notice, stating what day you will be moving out. There is a \$120 lease break fee if you wish to break your lease, and you are responsible for the rent until the end of the lease or until another tenant moves in.

BEING A GOOD NEIGHBOUR

While you have a responsibility to behave appropriately to other residents within your apartment, you also have neighbours in nearby buildings and houses. Being a good neighbour is a high priority 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. People understandably get tired of noise, cleanliness, and rubbish issues caused by a small number of residents.

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.

GUESTS

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

Remember that you are fully responsible for your guests' actions. 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.

NOISE

Living in a large residential community requires consideration and respect. Residents 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:

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.

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.

No alcohol can be consumed in public areas including common rooms.

SMOKING AND VAPING

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 illegal to possess, use, and/or distribute marijuana and other illegal substances. Residents discovered using, in possession of, or selling such substances may face disciplinary action if we notify the Police.

CONFIDENTIALITY

Staff and residents are expected to treat each other with respect and confidentiality.