

**STUDENTLIVING®**

BY

**UniLodge®**

# 2025 RESIDENT HANDBOOK

# Version Control

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## Terms of Reference

RGM	Regional General Manager
GM-NZ Strata	General Manager-NZ Strata
BM	Building Manager
CSM	Customer Service Manager
CSC	Customer Service Coordinator
Residence	The Student Living Auckland Student Accommodation
Resident	A person residing at Student Living Auckland Student Accommodation
Resident Handbook	The document that outlines the rules and obligations between UniLodge and a student who wishes to reside at Student Living Auckland Student Accommodation
Residential Tenancy Agreement	Legally binding contract between UniLodge and a student who wishes to reside at UniLodge
PMS	Property management software used to manage the end-to-end lifecycle of a student's residence
Student	A resident of Student Living Auckland Student Accommodation
Student profile	Residency records maintained within PMS for each student
UniLodge	The manager to oversee the day-to-day operations of Student Living Auckland Student Accommodation and install the rules as outlined in this document

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## 1. Managers Welcome

We would like to welcome you to our 2025 UniLodge family of academic scholars. We trust that your stay here will be both enjoyable and productive. The residence, Student Living Auckland, accommodation will be your home away from home along with other students and building residents. Moving away from family and the familiar 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 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. Also, Body corporate rules and residential tenancy act rules needs to be followed all times.

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 duty at reception, should you not find the answer you are looking for here, please 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 Student Living Auckland Student Accommodation 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.

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.

### 1.1 Contacts and property details

Property Name	Student Living Auckland (UniLodge on Anzac and UniLodge on Beach)
Property Address	138 Anzac Ave and 133 Beach Road, Auckland Central, 1010
Property Email Address	auckland@unilodge.com.au / reception.auckland@unilodge.co.nz
Property Phone Number	+ 64 9 353 1212 /+ 64 9 353 2111
Reception Hours	Monday-Friday 9.00am- 5.00pm, weekends and on public holidays closed.

## **2. Pre-Arrival**

**CHECK-IN IS between 10:00 am to 4:00 pm. No self-check-in after-hours, weekends or public holiday.**

**CHECK-OUT IS NO LATER THAN 2:00 PM. You can hand in your keys at reception. If you check-out before office hours (9am), you may leave the keys on the desk in your room(kindly advise us in advance).**

### **2.1 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 or standard single sheets and mattress protector(s)
- Pillow and pillow slip
- University essentials
- Laptop
- Stationery
- Coursebooks, etc.
- Towels
- Pins for pinboard
- ID and community services card
- Coat hangers
- Personal first aid kits
- Your favorite coffee mug/s.
- Washing basket

### **2.2 What you should not bring with you**

- Fridge, heater, rice cooker, electric iron, electric blanket, or extra furniture
- Fireworks
- Bed
- Candles or incense
- Anything that can be consider offensive or pose undue risk.
- Any kind of pet

### **2.3 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.

## 2.4 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.

## 2.5 Insurance

Before you arrive for your time at Student Living Auckland Student 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. Student Living Auckland Student Accommodation does not carry insurance for residents' belongings. Parents' household policy insurance may cover their children's personal belongings, please check with your parents, never assume with insurance. The Student Living Auckland Student Accommodation accepts no responsibility for any damage, loss, or theft of students' possession

# 3. Your Living Space

## 3.1 Apartment/ Room Types

APARTMENT / ROOM TYPES	BUILDING (ANZAC/BEACH)	DESCRIPTION
Studio	On Anzac and Beach	Our studio apartments are perfect for students who prefer living in their own space but have the comfort of knowing there are many great communal areas within the property to study or socialize with other residents or friends. The standard studios in Anzac Ave do not have cooking hobs in the apartments. All apartments are fully self-contained.
Deluxe Studio	On Anzac and Beach	Our Deluxe studio apartments are larger than the standard studios and perfect for students who prefer living in their own space but have the comfort of knowing there are many great communal areas within the property to study or socialize with other residents or friends. All apartments are fully self-contained.
1 Bedroom apartment	On Anzac and Beach	Our one-bedroom apartments are perfect for students who wish to share with someone else. The one-bedroom apartments in Anzac Ave have a split king size bed which can be separated into 2 singles if preferred. They are ideal for couples or friends who wish to share but prefer living in their own space but have the comfort of knowing there are many great communal areas within the property to study or socialize with other residents or friends. All apartments are fully self-contained.



2 Bedroom apartment	On Anzac	Our two-bedroom apartments are perfect for students who prefer to share with a friend or partner and looking for a little more space. All apartments are fully self-contained.
Multi-share apartment (3 or 4 bedrooms)	On Anzac	3/4 Bedroom Apartments. The multi-share apartments are great for students who are looking to share with a group of friends or for anyone who is looking to make new friends! All apartments are fully self-contained.

## 4.2 Apartment Inclusions & Features

Air-conditioning	No	No for both buildings
Bathroom	Yes	Private bathroom for every apartment. The 4-bedroom apartments include 2 bathrooms.
Bedrooms Secure	Yes	With your security and safety in mind, access to your apartment bedroom in multi-share apartments is by key.
Cleaning Apartments	Yes	Don't like cleaning? That's ok! For an additional fee we can assist in organising a regular clean of your apartment, so you have more time to hit the books, mingle with your friends in the great common areas, or explore Auckland!
Dining Table & Chairs	Yes	A dining table and chairs are included in each of our apartments (except for the studio apartments) so you can sit down and enjoy a home cooked meal in the comfort of your own apartment.
Electricity	Yes	Your electricity connection and usage are included in rent – no need to pay bills at the end of each month!
Heating	Yes	Each apartment features a heater for those days when it gets a little too cool for comfort in your apartment.
Internet	Yes	Complimentary WI-FI connected to the UniLodge network is available in the apartments.
Kitchen	Yes	The kitchen in your apartment has all of your basic essentials, including fridge/freezer, cooktop, range hood and microwave oven. The studio apartments in Anzac have do not have the cooktop.
Kitchen Kits	Yes	The basic Kitchen kit for every apartment can be purchased from Student Living Auckland website. Other kitchen and household items are also available for purchase locally.
Linen Kits	Yes	Available for purchase from the Student Living Auckland website and ready in your unit when you arrive! It's easy, convenient and value for money – awesome!
Phone		A phone connection is provided in your apartment for your personal use – charges apply, and you will need to arrange this.
Study Desk, Pedestal Chair, Pin Board	Yes	All these key essentials are included in your apartment for your academic needs.
Televisions	Yes	Each apartment features a 32" HD LED TV.

Water	Yes	Your water connection and its usage are included in rent – no need to pay bills at the end of each month!
Other Inclusions	Yes	Single beds, wardrobe, blinds/curtains to every bedroom window.

### 4.3 Property Features and facilities

PROPERTY FEATURES & FACILITIES		
Barbeque	Yes	BBQ facilities are located by the pool – enjoy a BBQ with your friends or prepare dinner for one. The BBQ is gas and free for all residents to use.
Broadband – Wi-Fi Broadband Connection	Yes	The property features high speed broadband/Wi-Fi in the Apartments Student Living Auckland network.
Bike Space	Yes	Limited bike racks are available to all residents and are in the car park on basement level one.
Building Security	Yes	Resident safety is number one priority for UniLodge management. The property features secure access to the building – no one can enter the building without swipe card access or in the company of a resident or staff.
Car Park	Yes	Yes, limited car parking is available at the property for an additional fee currently \$69.00 per week.
Cinema	Yes	Check out all of the latest movies onsite in our own mini cinema. You can also checkout the multiplex complex at 291 – 297 Queen Street, a 15-minute stroll for latest box office releases.
Cleaning Common Areas (not inside apartments)	Yes	Providing our residents with a clean and welcoming environment is essential, and we do this by ensuring that the cleaning of our common areas is of a high standard.
Common Areas	Yes	Student Living Auckland features some great common areas with a resident lounge with TV, study rooms, dining area, common kitchen, mini gym, movie theatre, swimming pool and sun deck, BBQ, Games room.
Gym, Pool	Yes	Access to the mini-GYM and swimming pool is on site.
Rubbish	Yes	Rubbish room in locate don level B1 at Anzac Ave and Level 1 in Beach Road building through laundry turn left. Do not place the garbage in the kitchen bins, corridors, and other areas. Cleaning fees could be charged to people who do not respect their neighbours and dump rubbish in any other area.
Laundry Room	Yes	The laundry room located on B1 in Anzac and level 1 in Beach Road building, and it includes both washing machines and dryers. Access to the laundry is available 24/7, so you can do your washing at any time of the day. The laundry room also includes ironing facilities. Cost is \$3 per wash and \$3 per drying cycle.

Reception location and hours	Yes	Reception Located at 138 Anzac Avenue, Auckland Central. Monday-Friday 9 am- 5 pm, closed on weekends and public holiday.
Mailboxes and Courier parcel	Yes	All courier parcels can be delivered to our reception and can be collected during reception hours. Your own personal mailbox is located at the front entrance of each property. You will be provided a key when you check in to access your mail 24/7.
On-site Staff	Yes	Our on-site friendly customer service focused staff will be available offering general assistance and accommodation advice – We are here to help you!
Lockouts	Yes	Please see customer desk staff on duty during office hours to get assistance or we have after hours lockout service in case you get locked out of your apartment. Details will be provided at the time of check-in (Service fees of \$30 per lockout will apply for lockout services during reception hours and for after office hours, weekends, public holidays is \$90).
Public Transport	Yes	The property is in a great location with close access to public transport. Quick 10-minute walk to Britomart Central Railway Station and Central bus interchange.
Shops, Restaurants & Cafes	Yes	A short 15-minute stroll to Queen Street and the Auckland CBD including fashion outlets and micro boutiques with labels from London to Shanghai, a true global shopping experience. There is an array of cafes and restaurants to suit everyone's taste buds.
Universities – Distance	Yes	The University of Auckland and Auckland University of Technology is located a short stroll away.

#### 4.4 Room allocation and room change.

Room allocations are made per your choice or availability with careful thought and consideration. We always encourage a preference, but we cannot always provide for that preference. If you are unhappy with your room, we ask that you stay in there for at least two weeks, put up some personal belongings and try it out before requesting a room change. We cannot guarantee a room change at any point in the year.

#### 4.5 Room Inventory/Inspection report

You will be emailed a link to the room inventory form on your arrival. You will need to complete it and email it back within 48 hours. You will need to note all issues in the room even if you think it is not too bad.

We expect that when you leave at the end of the year, the room will be in the same condition in which it was found at the start.

#### **4.6 Rent payments**

Rent payment needs to be made every fortnightly and need to be paid two weeks in advance all the times for the duration of your stay. Payments should be made online through bank transfers.

*Bank Name: BNZ Queen Street*

*Bank Address: 80 Queen Street, Auckland*

*Swift Code: BKNZNZ22*

*Bank Account Name: AUK-Trust(Anzac)*

*Bank Account Number: 02-0100-0353663-001 (enter 01 if suffix only requires two digits)*

*Bank account name: AUK-Trust(Beach)*

*Bank account number: 02-0100-0778485-000 (enter 00 if suffix only requires two digits)*

*Particulars: Your Surname*

*Code: Application number / Room number*

*Reference: Your First name*

#### **4.7 What is Provided and what is included in rent.**

Bed, desk, wardrobe, chair, heater, microwave, TV, fridge.

Hot and cold water, power (reasonable use), unlimited internet (Wi-Fi), use of common areas.

#### **4.8 Room Cleaning**

You are required to keep your room clean, tidy and pest free. Vacuums can be borrowed from the reception(between 10:00am to 12:00pm and 2:00pm to 4:00pm) to assist you with this. Please 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. Should you not pass your inspection you will be asked to reclean your room. Should you still not pass, you may be charged for a contractor cleaner to bring your room back to the expected level.

#### **4.9 Changing Rooms**

A charge of \$300 break lease fee plus an additional cleaning fee starting at \$172.50(including GST), depending the cleanliness of the room, will apply on each occasion that the resident requests and is granted a move from one room to another within Student Living Auckland Student Accommodation depending on the availability of the room.

## 4. Security and Body Corporate Building Rules

### 5.1 Body Corporate (Building Rules)

138 Anzac Avenue and 133 Beach Road **(Rules will be emailed the with Residential Tenancy Agreement)**

**Body corporate rules needs to be always followed by you and your visitors for the duration of your stay here at Student Living Auckland.**

### 5.2 Things to remember.

- 5.2.1 Avoid walking alone at night.
- 5.2.2 Travel with a friend whenever possible.
- 5.2.3 Always use well illuminated walkways and recommended walking routes at night.
- 5.2.4 Report any unusual behavior to security, even the smallest incident.
- 5.2.5 Ensure that all vehicles are locked when parked.

Do not allow tailgating through external doors.

If you are uncomfortable at any time, call the reception and ask for assistance, it is just good sense to do so.

### 5.3 Keys

Do not lend your keys to other people.

Lost or damaged your key? Report it to Reception staff. Replacements are \$35.00+GST for swipe card and key is another addition cost. If you lock yourself out, then you will be charged \$30 GST Inclusive per lockout during office hours and for after hours, weekends and public holidays \$90 GST Inclusive.

Please do not give any other person entry into buildings. This is a security risk and may result in a fine.

### 5.4 Postal Policy

Your incoming mail should be addressed to you as follows:

*[Your name (same name as your application)]*

*[Your room number]*

*133 Beach Road or 138 Anzac Avenue*

*Auckland Central, 1010*

Registered mail and courier parcels will be held at Reception with your name and apartment number for you to collect. You will be informed by email that you have something to collect.

### 5.5 Entry into Rooms

Student Living Auckland Staff reserve the right to enter any room or apartment at any time for any purpose reasonably connected with the wellbeing, welfare, and safety of people. For inspections, at least 48 hours' notice in writing will be provided and for any maintenance 24 hours' notice in writing will be provided for

the Student Living Auckland Student Accommodation property. A reasonable notice of at least 48 hours will be provided in writing in most of circumstances for non-urgent matters.

## **5.6 Miscellaneous**

- 5.6.1 Please take care when putting items on the wall. Only use the notice board.
- 5.6.2 The cost for repairing damage (other than 'wear and tear') will be invoiced to your account.
- 5.6.3 Any questions about room furnishing should be directed to reception staff in the first instance.
- 5.6.4 You are fully responsible for your room and the behavior of visitors and happenings within, whether you are present or not.
- 5.6.5 Your visitor must be escorted by you at all times.
- 5.6.6 Be always noise aware
- 5.6.7 There will be no room swaps.
- 5.6.8 Please do not move furniture out of your bedroom or communal spaces.
- 5.6.9 To ensure that your room is adequately ventilated, please open windows daily.
- 5.6.10 Sustainability is a key part of our mission here at Student Living Auckland Student Accommodation. Please use the recycling bins whenever possible. These can be emptied in your communal recycling bin or if the items are too big to fit in communal recycling, please contact reception if you need help to drop them off to the recycling point.
- 5.6.11 You are responsible for removing the rubbish from your room to the designated rubbish area.
- 5.6.12 Personal heaters, refrigerators, electric jugs/coffee machines, and toasters are permitted (check with reception first) in apartments. Most of our apartments are self-contained with kitchen apart from Anzac studios with no cooking facilities so please use common kitchen for cooking as anything used to cook in Anzac studios is not permitted.
- 5.6.13 All electrical appliances must be certified

## **5.7 Laundry**

Commercial laundry is available on level -1 which is basement one in Anzac Ave building and on level 1 in Beach Road building. There is a cost for this (\$3 for washing machine + \$3 for dryer), and each cycle lasts 40 minutes (best to set a timer so you do not forget). A hand washing tub, irons and ironing boards are also provided.

Do not leave your clothes in the washer or dryer once the cycle has completed.

Any damage should be reported to reception asap.

Each resident supplies their own laundry detergents and pegs.

Please clean the dryer filter after use.

## **5.8 Communal Kitchen Etiquette**

- 5.8.1 Please store bags on the floor while preparing meals.
- 5.8.1.1 Please ensure to wash your hands for 20 seconds with soap and use the sanitiser before preparing your meal.
- 5.8.2 After your meal, please ensure you dispose of scraps and rubbish appropriately.
- 5.8.3 Please ensure you clear up any spills you have immediately.
- 5.8.4 Please ensure you clean your own dishes and leave the benches clear and clean for other

residents to use.

- 5.8.5 Please ensure you store your food correctly for your own health and wellbeing, please do not hesitate to ask a team member if you are unsure. Food can be stored in provided common freezers which are kept locked all times in Anzac common kitchen and staff cannot be accountable or hold responsible for any food gets misplaced from freezers.

## **5.9 Cyber Safety and Security**

The internet access provided at Student Living Auckland Student Accommodation in the apartments comes with responsibility.

For your own protection, do not share your password or username. No Information and Communication Technologies (including mobile phones, laptops, tablets, etc.) should be used to; upset, offend, or harass other members of the community (residents, staff, or visitors) even if meant as a joke. Internet connectivity provided at Student Living Auckland Student Accommodation should not be used to operate a business or carry out illegal or unethical activities.

## **5.10 Confidentiality**

Staff at Student Living Auckland Student Accommodation will endeavor to treat all residents' concerns and private details with respect and confidentiality. However, there are occasions when it may be necessary for staff to contact or disclose information to concerned parties outside the Student Living Auckland Student Accommodation. This may occur when:

- There is clear imminent danger to students or staff.
- There have been serious breaches of the regulations.
- Issues with the payment of accounts

## **5.11 COVID-19 alert levels**

The Student Living Auckland Student Accommodation facilities are privately owned and managed by their behalf by UniLodge. Support for residents will continue to operate irrespective of Covid 19 Alert Levels. Residents can continue to reside and complete studies during Alert Levels. Accommodation charges will continue. Any discount or reduction during Alert Levels will be at the discretion of the owners.

# **6. Maintenance**

If anything in your room or another part of the residence needs repairing, please let us know via email Maintenance Portal or by filling maintenance form at reception. If anything needs urgent or emergency attention please ring, come by reception.

## **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:

- i. Routine - 7 days
- ii. Urgent - 24 hours
- iii. 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 endeavor to keep you up to date. If you would like an update, you are always

welcomed to come to reception and ask.

### **Building-wide Maintenance**

Throughout the year Student Living Auckland Student 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.

## **7. 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 Student Living Auckland Student Accommodation staff to make sure all the correct steps are followed. Generally, you will need to provide a departure date, arrange a room inspection, tidy and clean your room, settle your account and hand back your keys and swipe card. More information will be given to you at least one month prior to your departure.

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

When you accepted your Residential tenancy agreement, you agreed to remain in residence and pay for the entire residential period as it is legal binding tenancy agreement. If you find that you cannot continue with your study and wish to withdraw from your tenancy agreement you must first speak with your Property Manager to complete the required paperwork and we can look into it, and it depends on case-to-case basis. There are financial consequences for withdrawing from a contract early and your property manager can talk to you about them.

## **8. Misconduct**

### **Damage and Consequences for Breaking Rules**

Residents are responsible for any damage to their room.

Any resident who causes damage in the Student Living Auckland Student Accommodation property will be expected to pay the full cost of repair or replacement, and this will be charged against their account.

- iv. Graffiti: Decoration of walls or furniture with graffiti of any description is not permitted.
  - v. If the damage is considered willful then the Accommodation Contract may be terminated, the resident may be asked to leave the Student Living Auckland Student Accommodation, and if deemed appropriate New Zealand Police may be involved.
- vi. Damage to apartment property should be reported immediately to staff.
- vii. Issues of misconduct, where applicable, referred to UniLodge PMO.

### **Immediate Eviction**

The Student Living Auckland Student Accommodation promotes tolerance, courtesy and care for others and the different needs within the community. Management reserves the right to issue written warnings as per Residential Tenancies Act to residents whose behaviour is found to be unacceptable.

Residents who have received warning(s) and continue with unacceptable behaviour will be asked to leave immediately and be issued in writing an eviction notice. Eviction will be enforced if required through



tenancy tribunal.

Immediate eviction may occur in the following circumstances:

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

## 9. 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 complaints 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 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 Reception staff at Student Living Auckland Student Accommodation. Explain your grievance and your desired outcome.

The reception staff or 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/General Manager via email and submit the details of your complaint in writing. Property/ General Manager will request a meeting to discuss the matter further.

(Not resolved?)

**Step 3:** Contact the UniLodge Regional General Manager via email and submit the details of your complaint in writing. UniLodge Regional General Manager 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 Residential Tenancies Board. You can submit your complaint query on the Tenancy Services at 0800 TENANCY.

Contact  
Customer Service Coordinator (CSC)  
Explaining grievance and desired outcome.

CSM will respond within 5  
business days.

Further meeting required

Have meeting and discuss grievance and desired outcomes	

Outcome

Are you happy with the outcome	

No

Yes

Contact the General Manager-NZ Strata via email and submit the details of your complaint in writing.

All sorted — documented.

Contact UniLodge Regional General Manager via email and submit details of complaint in writing.

Have meeting with RGM.  
The RGM will then follow up with an outcome email.

Are you happy with the outcome?

Yes .....

Further meeting required.

Should your concerns not be resolved by these internal grievance procedures, you can then pursue an external complaint through Residential Tenancies Board. You can submit your complaint query on the Tenancy Services 0800 TENANCY.

YES

Are you happy with the outcome?

NO

NO

NO

All sorted —documented.

## 10. Advocacy and Welfare

There are times where you might be worried or concerned about someone in our community, a friend, or family member. We encourage you to start a conversation, its ok not to be ok. 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 Student Living Auckland Student Accommodation

Agreement. 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 Waiti.

### **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 affects - 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.

## 11. Alcohol, Drugs, Smoking and Vaping

Drinking in the residence must be in a controlled, civilized 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 Student Living Auckland Student Accommodation.

- Self-regulatory behavior is expected around consumption and quantities purchased.
- Laws relating to underage drinking pertain to all aspects of Residential life.
- There are no more than 3 people allowed per bedroom. Host responsibility is key.

- The consumption of alcohol is NOT allowed in any public area (e.g., hallways, kitchens, TV lounges, and on the grounds of Student Living Auckland Student Accommodation).
- Alcohol is not to be stored in the communal refrigerators and will be confiscated if found.
- Spirits, Kegs, crates, funnels, drinking games, and use of alcohol delivery services are strictly prohibited. No kegs, crates, casks, home-brewing kits, or liqueurs.
- Residents breaching the guidelines can expect to be brought to the attention of the Property Manager and will be followed up.
- Empty vessels must be taken to 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 building.

**a. 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 Student Living Auckland Student Accommodation 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.

**b. 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 the law or by Student Living Auckland Student Accommodation. While we recognize 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 will 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 of cannabis.

## **12. Emergency Plans**

**a. 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.

- i. 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.
- ii. Cleaners will lock your room once they have cleaned it, regardless of whether it was locked when they entered it.
- iii. Fire safety requirements strictly prohibit the burning of candles or incense in the apartments and building.

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

- i. Any fire callout caused through resident carelessness will be charged to the resident responsible.
- ii. Fire Exits MUST NOT be used unless in an emergency. Any use will sound an alarm.
- iii. Students must not cover smoke detectors or sprinklers in their rooms.
- iv. Tampering with fire equipment/ lifesaving systems may result in cancellation of your residential tenancy contract.

#### **b. Fire Alarms**

It is a requirement that all students residing at Student Living Auckland Student 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 (On the footpath in front of Anzac building and on footpath in front of Beach Road building) and congregate with the members of your floor. A roll call will be taken promptly.

- i. Do not re-enter a building with an alarm sounding once you have evacuated.
- ii. Alert duty staff if anyone is sick and room bound or needs assistance exiting a building.
- iii. If you know that someone is out of Residence, tell a staff member.
- iv. Please do not leave the evacuation area until the “all clear” has been given.
- v. Smoke detectors in your room is connected to automated fire alarm system and its not linked to the fire brigade, so there is no need to panic. Once set off the detector will ring and alert us. We will then come to check is everything is ok. The smoke will dissipate out of the window and bathroom extractor. Do not open your front door.
- vi. The smoke detectors in the corridors are connected directly to the fire control panel, which relays the call to the Fire Brigade automatically when activated. If you have opened your door while you were cooking or boiling water and the smoke or the steam from your room activates the alarm you will be liable for any costs from the brigade. With just little extra care, we can all reduce chances of false alarms.

#### **c. False Alarms**

False fire alarms form the bulk of NZ Fire Service callouts. Each one has a cost to the taxpayer and Student Living Auckland Student 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.

The fire Brigade may charge you a minimum of \$1250 for each callout plus further \$450 approx. from the alarm monitoring company.

**DONT BURN POPCORN!! if you do, open it outside.**

#### **Fire Action – In the Event of Fire**

- Remove anyone from immediate danger (close doors)
- Activate the nearest fire alarm on your level (press and switch -on)
- Call the Duty Manager or reception staff if safe to do so- telephone: 09-3531212
- Extinguish the fire (but if safe to do so)

## **Fire Alert**

On hearing the public address (PA) system (fire alert voice message)

- In the event of emergency, you will be given advise through the PA system, please follow the voice message instructions (evacuate if you hear the fire alarm)

## **Evacuation**

If you hear the continuous sound of the fire alarm

- Leave the floor immediately via your safe exit stairway (do not use the lifts)
- Follow the exit signs (Anzac to basement level 1 then follow exit sign and for Beach Road building to level 1 then follow exit sign to the outside of the building)
- Check for others on the floor and close doors as you leave (walk don't run)
- Proceed to the outside assembly point (don't carry food or drink)

## **Assembly Point**

- **Assembly outside in the safe place:**  
**ON THE FOOTPATH (CLEAR OF THE FRONT ENTERANCE OF ANZAC AND BEACH BUILDING)**  
**Return to the building only when the "All Clear" is given**  
**Your nearest firefighting equipment is located adjacent to the fire exit stairway.**

### **d. 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.

### **e. 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.

- i. Emergency contact details
- ii. Torch and spare batteries
- iii. Sturdy pair of shoes
- iv. Medications
- v. Hand gel
- vi. Bottles of water
- vii. Snack
- viii. Jacket or something warm
- ix. Cell phone
- x. Mask

## 13. Important University and CBD Access Maps

### AUT CITY CAMPUS

55 Wellesley Street East, Auckland 1010



#### SCHOOLS

**Art & Design** – Level 3, WE building  
**Business & Economics** – Level 1, WF building  
**Communication Studies** – Level 12, WG building  
**Creative Technologies** – Level 11, WG building  
**Engineering, Computer & Mathematical Sciences** – Level 3, WZ building  
**Hospitality & Tourism** – Level 3, WH building  
**Language & Culture** – Level 8, WT building  
**Law** – Level 6, WY building  
**Science** – Level 5, WS building  
**Social Sciences & Public Policy** – Level 14, WT building  
**Te Ara Poutama** – Level 3, WB building

#### STUDENT HUB

Level 2, WA building  
 Phone: 0800 AUT AUT (0800 288 288)  
 Web: [www.aut.ac.nz/studenthub](http://www.aut.ac.nz/studenthub)

#### SERVICES AND FACILITIES

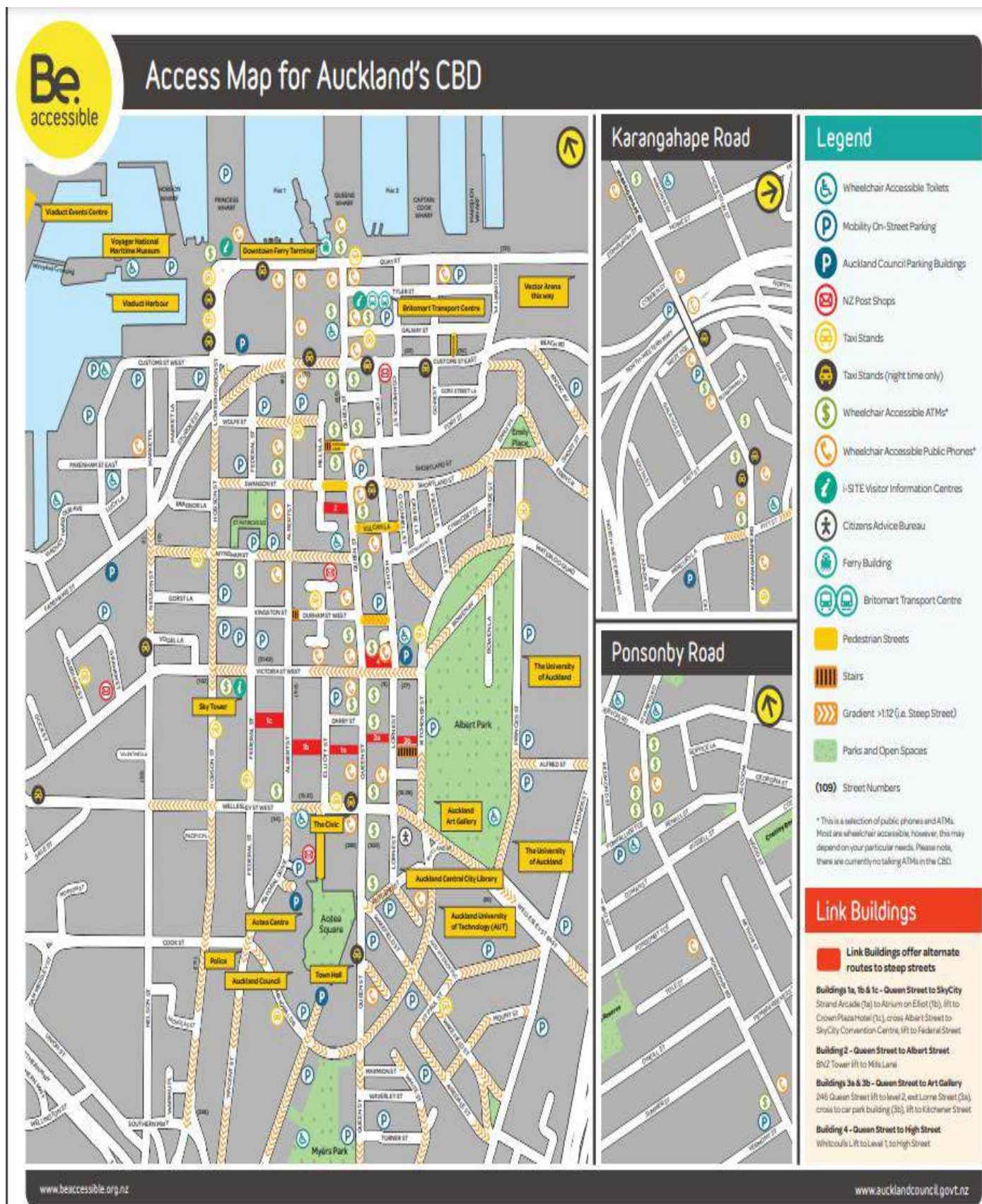
**AUT International Centre** – Ground Floor, WY building  
**AUTSA** (Auckland University of Technology Student Association) – Level 2, WC building  
**Early Childhood Centre** – Level 2, WA building via Gate 2  
**Estates Service Centre, Security** – Corner St Paul & Wakefield St, WO building  
**Learning Lab** – Level 3, WA building  
**Library** – Level 4, WA building  
**PinkLime** (print services) – Level 3, WA building  
**Student Counselling & Mental Health** – WB204, WB building  
**Student Accommodation** – WR building  
**Student Accommodation & Recreation Centre** – WQ building (opening Semester 1, 2021)  
**Student Medical Centre** – WB219, WB building  
**ubiq** (formerly University Bookshop) – WC122, WC building

- Student Hub
- Student lounge & study space
- Café
- Library
- Early Childhood Centre
- Gym
- Conference facility
- Intercampus shuttle bus stop
- Breast feeding and baby change room
- Mobility parks
- Defibrillator

**WA4** Hikuwai Plaza, outside library (alarmed box), **WB222** Health & Counselling Centre, **WF01** Lift lobby (alarmed box), **WG1** Help desk in the atrium (alarmed box), **WH209** Piko restaurant, **WO3** Wakefield Street – lift lobby (alarmed box), **WS01** Lift lobby (alarmed box), **WT8** Lift lobby, **WY1** Mayoral Drive – lift lobby (alarmed box)



## Access map of Auckland CBD

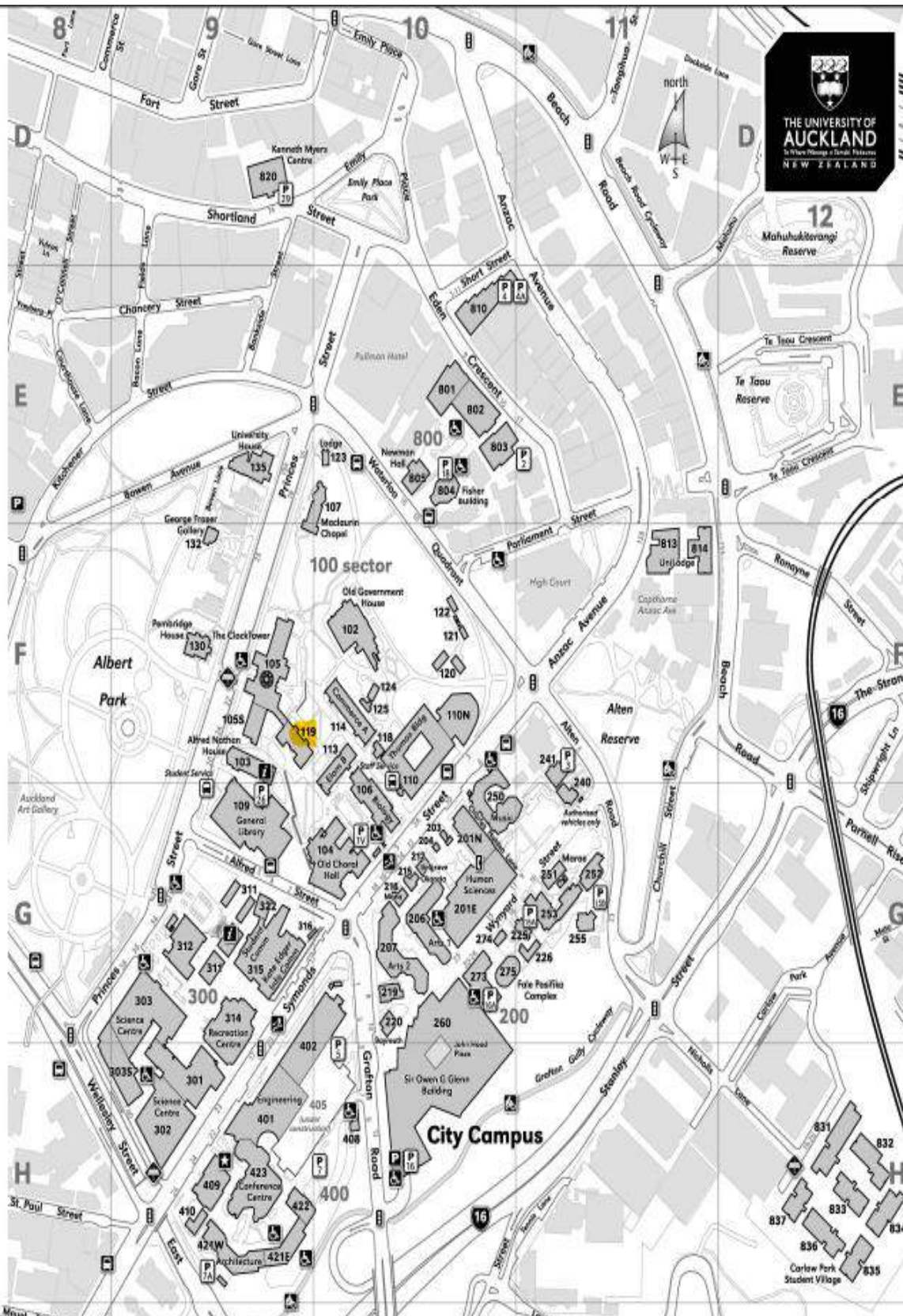




# Auckland University City Camp Map

## MAIN DIRECTORY

55 Seminars 510 17  
 Academic Programmes 520 18  
 Academic Services 155 19  
 Accommodation Services 315 60  
 Accounting & Finance, Dept of 200 G,H10  
 Academic Research & Testing Services 422 19  
 Advancement Office 155 19  
 Alfred Nathan House 103 19  
 Alumni Relations 155 19  
 APAC Study Centre 260 G,H10  
 Applications & Admissions 105 19  
 Architecture & Planning, School of 421E, 421W 19  
 Arts 1 Building 205 610  
 Arts 2 Building 207 610  
 Public Studies 207 610  
 Auckland Central 103 19  
 Auckland Broadcasting House 435 18  
 Auckland Engineering Institute 435 18  
 Auckland Law School 801-803, 810 610  
 Auckland University Ltd 620 18  
 Auckland University Press 610 610  
 Auckland University Students' Association, AUSA 322 60  
 Baymarr House 125 610  
 Baymarr House 125 610  
 Biological Sciences, School of 104, 105, 110 610, 110  
 Biology Building 125 610  
 Business School 200 G,H10  
 Business School Computer Laboratories 260 G,H10  
 Campus Life 315 610, 610  
 Campus Recreation 125 60  
 Campus Store 101 60  
 Careers Services 315 60  
 Catholic Tertiary Centre 605 610  
 Chemical & Materials Engineering, Dept of 201E, 201N, 401 610, 110  
 Chemical Sciences, School of 201-202 400  
 Civil & Environmental Engineering, Dept of 201E, 201N, 401 610, 110  
 Commercial Law, Dept of 280 G,H10  
 Communications 125 19  
 Computer Science, Centre for 202 610  
 Computer Science, Dept of 302 110  
 Cookhouse Centre 421 60  
 Confucius Institute 100 19  
 Counselling 315 60  
 Creative Arts & Industries 423 110  
 Cultures, Languages & Linguistics, School of 201 610  
 Criminal Justice 605 60  
 Dance Studies 421, 820 110, 60  
 DEINA 315 60  
 Disability Services 155 19  
 Drama Studio 205 610  
 Economics, Dept of 400 G,H10  
 Education (School Arts Programme) 201E 610  
 Film School of Fine Arts 113, 431-433 110, 110  
 Electrical & Computer Engineering, Dept of 201, 303, 401 110, 60  
 ELSC 215 60  
 Engineering Sciences, Dept of 435 18  
 English Language Acquisition 435 110  
 Environment, School of 301-302 110  
 Equity Office 125 19  
 European Languages & Literatures 207 610  
 Examinations & Grading Services Office (GSO) 620 18  
 Extension Office 155 19  
 General Relations 125 60  
 Facilities Management 201E 610  
 Hale Pacifica Complex 275-276 610  
 Housing Services 610 18  
 Fine Arts, Dept of 113, 431-433 110, 110  
 Fisher Building 404 610  
 Food Science Programme 202 400  
 Forensic Science Programme 301 110  
 George Frieser Gallery 127 19  
 Gender Studies 201E 610  
 General Library 124 60  
 Graduate Centre 125 19  
 Graduate School of Management 260 G,H10  
 Graduation 620 18  
 Grounds Maintenance 120-122 110  
 Guy Fisher Gallery 820 60  
 Health, Safety & Welfare Manager 620 18  
 Health Services 215 60  
 Human Resources 620 18  
 Human Sciences Building 201E, 201N 610  
 Humanities, School of 200 610  
 ID Card Centre 103 19  
 Information Commons 315 60  
 Information Systems & Operations Management, Dept of 260 G,H10  
 International Office 103 19  
 International Relations Office 103 19  
 IT Services, ITS 260, 400, 435 G,H10, 110, 110  
 Jervis Harrow Mori Research Centre 225 611  
 John Hood Plaza 260 110  
 Kate Taylor Information Services 315 60  
 Kenneth Myers Centre 820 60  
 Key Access & Parking Control 400 110  
 Language Laboratories 207 610  
 Learning & Research in Higher Education, Centre for (CLHE) 604 610  
 Learning Environment Support Unit (LESU) 260 G,H10  
 Legal Research Foundation 803 610  
 Library, General 180 60  
 Lippincott College 110 110  
 Lodge, Old Government House 125 610  
 Maharaia Chapel & Chaplain 107 610  
 Maintenance Workshops 201E 610  
 Management & International Business, Dept of 200 G,H10  
 Maori Cultural Centre 225 611  
 Maori & Pacific Studies - Te Wharenga o Whangape 225, 235 611  
 Morse 231-232 611  
 Marketing 103 19  
 Marketing, Dept of 360 G,H10  
 Mathematics, Dept of 303 610  
 Maurice Wilkins Centre for Molecular Biotechnology 306, 110 610, 110



- Safe to talk <https://safetotalk.nz/>
- Visit R U OK <https://www.healthnavigator.org.nz/videos/m/mental-wellbeing/r-u-ok/> <https://www.ruok.org.au/> there is a lot of helpful information there.  
We also ask that you let one of the accommodation staff know, including RAs, if someone needs a hand.
- Need to talk? Free call or text 1737 any time for support from a trained counsellor
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Crisis Resolution on 0800 920 092
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Healthline – 0800 611 116
- Samaritans – 0800 726 666
- Youthline – Free call 0800 376 633, free text 234, email [talk@youthline.co.nz](mailto:talk@youthline.co.nz) or Web chat from 7pm–10pm  
[thelowdown.co.nz](mailto:thelowdown.co.nz) – or email [team@thelowdown.co.nz](mailto:team@thelowdown.co.nz) or free text 5626

#### **For all emergencies, call 111**

UniLodge staff provide administration duties to support the operation of Student Living Auckland Student Accommodation and enhance the environment to maximise the safety, well-being, academic success, and personal growth of the Residents.

They are there for you, they are approachable, lovely, friendly, and can help answer or direct you to who can answer any question you have.

## **14. Consent**

With students and private residents at Student Living Auckland Student Accommodation and thousands of young adult students at AUT, UOA, and 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 Student Living Auckland Student Accommodation must be very clear on the meaning of sexual consent. Prior to arrival you will receive a link to your on-line training platform for Student Living Auckland Student Accommodation, these courses are mandatory for all residents. Sexual activity without consent may be treated as serious misconduct and is likely to involve AUT, UOA, and or your own education provider (if applicable) and the New Zealand Police.

The following are very good guidelines.

- 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 pro-active in supporting anyone who is in potential danger or harm.



**Resident Handbook**

**and**

**Body Corporate Building Rules**

**Acknowledgement Form**

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

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

at Student Living Auckland Student Accommodation, I acknowledge that I have read, fully understood, and accept the contents of the **Resident Handbook and Body Corporate Building rules.**

I acknowledge my responsibilities as a Resident at Student Living Auckland Student Accommodation, the community standards expected of me, and I will follow them according.

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

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

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

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