

**UniLodge**

*Where I want to be*

**2024**

**RESIDENT  
HANDBOOK**

# Version Control

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Author:	Chris Brett
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## Terms of Reference

AGM	Area General Manager
AUT Discipline Statute	The AUT expectation for student behavioral standards
Breach of Discipline Statute	A notification applied to a student's record with AUT. Some breaches may restrict access to resources, such as the ability to enroll, amend subjects, access results, or graduate.
Property Manager	Property Manager - Operations
NM	Night Manager
RA	Residential Advisor
Residence	The Mayoral Drive Student Accommodation
Resident	A person residing at Mayoral Drive Student Accommodation
Resident Handbook	The document that outlines the rules and obligations between UniLodge and a student who wishes to reside at Mayoral Drive Student Accommodation
Residential Tenancy Agreement	Legally binding contract between UniLodge and a student who wishes to reside at UniLodge
RLM	Residential Life Manager
RLP	Residential Life Programs
StarRez	Property management software used to manage the end-to-end lifecycle of a student's residence
Student	A resident of Mayoral Drive Student Accommodation
Student profile	Residency records maintained within StarRez for each student
UniLodge	The manager appointed by the University to oversee the day-to-day operations of Mayoral Drive Student Accommodation and instill the rules as outlined in this document
University	The Auckland University of Technology / AUT for AUT students; Student University / Institute for non-AUT students.

# Table of Contents

## Contents

1.	Managers Welcome .....	6
2.	Our Staff.....	7
	2.1 Contacts.....	8
3.	Pre-Arrival .....	9
	3.1 What should you bring with you? .....	9
	3.2 What you should not bring with you.....	9
	3.3 Are you immunised? .....	9
	3.4 Medical.....	9
	3.5 Insurance .....	10
	3.6 Carparking .....	10
4.	Your Living Space .....	10
	4.1 Room allocation and room change .....	10
	4.2 Room Inventory .....	10
	What is Provided .....	10
	4.3 Room Cleaning.....	10
	4.4 Preventing Mould.....	10
	4.5 Changing Rooms.....	111
	4.7 Entry into Rooms .....	11
	4.8 Miscellaneous .....	11
	4.9 Laundry.....	11
	4.10 Communal Kitchen Etiquette .....	12
	4.11 Ahumoni   Finances .....	12
5.	Residential Life Program .....	13
	5.1 Our Multicultural Vision .....	13
	5.2 What kind of programs will be run?.....	14
	5.3 Attending Events.....	14
	5.4 Photos at Events .....	14
6.	Security .....	14
	6.1 Things to remember .....	14
	6.2 Keys .....	14
	6.3 Cyber Safety and Security .....	15
	6.4 Confidentiality .....	15
	6.5 COVID-19 alert levels.....	15

7.	Maintenance .....	15
	7.1 Maintenance Response .....	15
	7.2 Building-wide Maintenance .....	16
8.	Departing the Residence .....	16
	8.1 Withdrawing from your Residential Agreement early .....	16
9.	Misconduct .....	16
	9.1 Damage and Consequences for Breaking Rules .....	16
	9.2 Immediate Eviction .....	17
	9.3 Noise Complaints.....	17
	9.4 Quiet Hours.....	17
10.	(a) Complaint Process (AUT Students) .....	17
10.	(b) Complaint Process (non-AUT Student) .....	21
11.	Advocacy and Welfare .....	21
	Tips on taking care of yourself.....	21
12.	Alcohol, Drugs, Smoking and Vaping .....	22
	i. Drugs/Drug Paraphernalia .....	22
	ii. Legal Substances .....	22
13.	Emergency Plans .....	23
	a Safety, Security and Fire .....	23
	B Fire Alarms.....	23
	C False Alarms.....	23
	e Emergency Preparedness .....	24
14.	Important Contacts.....	25
	For all emergencies, call 111.....	26
15.	Care Reports .....	26
16.	Consent .....	27

## 1. Managers Welcome

We would like to welcome you to UniLodge Mayoral Drive for 2024.

We trust that your stay here will be both enjoyable and productive. The residence, Mayoral Drive Student Accommodation, will be your home away from home along with 696 other students. 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.

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 24 hours a day, should you not find the answer you're 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 and the AUT Discipline Statute.

The Mayoral Drive 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 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.

## 2. Our Staff

			
<p>Chris Brett General Manager</p>	<p>Carmi Thurlby Residential Life Manager</p>	<p>Yvette Sapatu Customer Service Manager (On Maternity Leave)</p>	<p>Pisila Toeoaana Customer Service Coordinator</p>
<p>To be recruited Night Manager</p>			
<p>To be recruited Night Manager</p>	<p>Jesse Siolo Night Manager</p>	<p>John Brillante Customer Service Coordinator</p>	<p>June Kareroa Customer Service Coordinator (On Maternity Leave)</p>
<p>To be recruited Maintenance Co-ordinator</p>	<p>Parth Vashishth Customer Service Co-Ordinator</p>		
		<p>Maru Maxwell Customer Service Co-Ordinator</p>	

## **2.1 Contacts**

Reception: +64 (09) 888 200

Night Manager: +64 (09) 888 200 / 027 247 8277

Property Maintenance: +64 (09) 888 200

24/7 Duty Phone: 027 247 8277

## **3. Pre-Arrival**

### **3.1 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 single bed sheets
- Pillow and pillow slip
- University essentials
- Laptop
- Stationery
- Coursebooks, etc.
- Towels
- White Tac for posters and pins for pinboard
- ID and community services card
- Coat hangers
- Personal first aid kits
- Your favorite coffee mug
- Washing basket

### **3.2 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

### **3.3 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.

### **3.4 Medical**

If you need 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!

### **3.5 Insurance**

Before you arrive for your time at Mayoral Drive 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. Mayoral Drive 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 Mayoral Drive Student Accommodation accepts no responsibility for any damage, loss, or theft of students' possessions.

### **3.6 Carparking**

There is no Parking at the Mayoral Drive Student Accommodation.

## **4. Your Living Space**

### **4.1 Room allocation and room change**

Room allocations are made 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. Please note there maybe a charge for any room move request.

### **4.2 Room Inventory**

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.

#### **What is Provided**

Bed, desk, wardrobe, chair, drawers, heater.

### **4.3 Room Cleaning**

You are required to keep your room clean, tidy and pest free. Vacuums can be borrowed from the reception 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 must pass. Should you not pass your inspection you will be asked to reclean your room. Should you still not pass, you may be charged \$150.00 for a contractor cleaner to bring your room back to the expected level.

### **4.4 Preventing Mould**

We request your assistance in keeping mould out of your room especially the bathroom, here are some tips on what to do.

- Open doors and windows to allow air to circulate, particularly in bathrooms.
- Open windows in cooking areas.

- Always use exhaust fans when cooking.
- Limit the number of indoor plants.
- Do not dry clothes in your room, use the dryers in the laundry.
- Keep bathroom walls, showers, shower curtains, and basins as dry as possible.
- When cleaning do not mix vinegar and bleach, a specialist mould removing product would be the best option.

#### **4.5 Changing Rooms**

A charge of \$100 plus an added cleaning fee starting at \$150, 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 Mayoral Drive Student Accommodation.

#### **4.6 Entry into Rooms**

Mayoral Drive Staff, and AUT staff (where applicable for AUT students) 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 inspection/ maintenance of Mayoral Drive Student Accommodation property.

#### **4.7 Miscellaneous**

- Please take care when putting items on the wall. Only use the notice board or WHITE tac.
- The cost for repairing damage (other than 'wear and tear') will be invoiced to your account.
- Any questions about room furnishing should be directed to your RA in the first instance.
- You are fully responsible for your room and the behavior of visitors and happenings within, whether you are present or not.
- Be always noise aware
- 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 windows daily.
- Sustainability is a key part of our mission here at Mayoral Drive 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 your RA 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.
- Personal heaters, refrigerators and or an appliance or tool that generates a naked flame is prohibited.
- All electrical appliances must be certified

#### **4.8 Laundry**

Commercial laundry is available on level 6. There is a cost for this, 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. You will need to supply your own laundry detergent (front loader detergent only)

Please do not leave your clothes in the washer or dryer once the cycle has

completed and report any damage to reception as soon as possible.

#### 4.9 Communal Kitchen Etiquette

- Please store bags on the floor while preparing meals.
- Please ensure to wash your hands for 20 seconds with soap and use the sanitiser before preparing your meal.
- After your meal, please ensure you dispose of scraps and rubbish appropriately.
- Please ensure you clear up any spills you have at once
- Please ensure you clean your own dishes and leave the benches clear and clean for other residents to use.
- Please ensure you store your food correctly for your own health and wellbeing.

#### 4.10 Ahumoni | Finances

In addition to any Scholarships you may receive, you are responsible for setting up the regular payments for your accommodation and ensuring you pay according to the schedule or in advance.

If you have not set up a direct debit or paid in advance you will not be permitted to move into UniLodge. If you fall behind in your payments UniLodge will work with you to catch up, or if you continue to default on your payments, you will have your residency reviewed.

Your financial responsibility If you are 18 years or over (and not associated with a study abroad group or full fee-paying scholarship) you are responsible for the timely payment of your accommodation fees. You are to ensure that you do not fall into debt and pay for all additional services, cost recovery or events promptly. UniLodge will hold you as the contract holder liable for all debt and if your balance is not at \$0.00 on check out, you could be referred to debt collectors.

In addition, we will also work with your Financial Guarantor on fee payment as well. Please contact a member of your UniLodge team if you are having financial difficulty so that we may advise and support you as needed. Paying your fees, you can pay your accommodation fees in two ways:

- **Direct debit: Completing a direct debit form for the regular fortnightly payments from your nominated bank account.**
- **Online payments: You can make payments via the link on the UniLodge Resident Portal. A Flywire link can also be provided to you from a member of staff, please inquire at reception.**

The above two options are suitable for catching up on missed payments, or any additional charges which will ensure your account is in credit. Copies of your payment schedule can be found alongside your Residential agreement.

#### **Important information to consider:**

The period of the residential agreement is fixed. You will be required to pay for the accommodation for the full period you have agreed to even if you arrive later than the start date or leave prior to the end date. When looking at your room account online, 'Cr' stands for credit and indicates a positive balance where 'Dr' represents debit and indicates a negative balance. Financial Support and thinking about money can often be uncomfortable, especially if we are heading into financial hardship.

## 5. Residential Life Program

Residential Life is an integrated, contemporary, residential life program, run by UniLodge for our Residents. It is designed to support and bring out the best in each Resident through the duties and activities conducted by Residential Advisors, the Residential Life Manager, the Customer Service Staff, the Property manager and Area General Manager.



### 5.1 Our Multicultural Vision

We promote a culture of mutual respect, tolerance, and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. We aim to create an environment where everyone feels respected and looks out for everyone else. A community where residents feel they belong and can share a sense of family and friendship. We aim to provide opportunities for residents to interact with, learn from, and value everyone.

Our success will be you developing a sense of belonging.

It offers a balanced program of activities that supports Resident life across many dimensions such as: standard of living and quality of life, mental and physical health wellbeing, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

## 5.2 What kind of programs will be run?

- Socially responsible activities such as getting Residents involved in raising much needed funds for a charity such as Movember, or participation in community activities.
- There will also be opportunities to work with the student volunteer army
- Educational and special interest forums, seminars and focus groups
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops
- Game nights and movie nights
- Community driven events.
- Sporting activities such as netball, basketball, rugby, cricket – it is up to you!
- Themed parties and cultural activities

## 5.3 Attending Events

Attending and signing up for events is easy, you can register for events via the Student App. The wide range of events will be loaded via the Student App for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our customer service staff at reception can assist you or answer any questions you may have.

## 5.4 Photos at Events

Photos at CSP events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact reception.

# 6. Security

## 6.1 Things to remember

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

Access to the hall is restricted to the main entrance

Do not allow tailgating through external doors

If you are uncomfortable at any time, call the Duty RA/manager and ask for assistance, it is simply good sense to do so.

## 6.2 Keys

Do not lend your keys to other people.

Lost or damaged your key? Report it to your RA or Reception staff. Replacements are \$35.00. If you lock yourself out, you will receive three complimentary lockouts, then you will be charged \$25 per lockout.

Please do not give any other person entry into buildings unless they are your registered guest. This is a security risk.

### **6.3 Cyber Safety and Security**

The internet access provided at Mayoral Drive Student Accommodation 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 Mayoral Drive Student Accommodation should not be used to operate a business or carry out illegal or unethical activities.

Be aware that the University monitors traffic and material sent and received using their network. Excessive downloading by an individual may be followed up.

For IT concerns please go to [https://www.aut.ac.nz/data/assets/pdf\\_file/0015/122271/ICTCard.pdf](https://www.aut.ac.nz/data/assets/pdf_file/0015/122271/ICTCard.pdf)

### **6.4 Confidentiality**

Staff at Mayoral Drive 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 Mayoral Drive 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

### **6.5 COVID-19 alert levels**

The Mayoral Drive student accommodation facilities and support for residents will continue to operate irrespective of Covid 19 Alert Levels. Residents can continue to reside and complete studies during Alert Levels 1-4. Accommodation charges will continue. AUT occupies the facilities and residential rents are collected by the owners of the buildings. Any discount or reduction during Alert Levels will be at the discretion of the owners.

## **7. Maintenance**

If anything in your room or another part of the residence needs repairing, please let us know via StarRez Maintenance Portal. If anything needs urgent or emergency attention please ring, come by reception, or contact the Duty RA.

### **7.1 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 endeavor to keep you up to date. If you would like an update, you are always welcomed to come to reception and ask.

## **7.2 Building-wide Maintenance**

Throughout the year Mayoral Drive 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.

## **8. 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 Mayoral Drive 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.

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

When you accepted your Residential agreement, you agreed to remain in 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 with your Property Manager to complete the required paperwork. There are financial consequences for withdrawing from a contract early and your property manager can talk to you about them. UniLodge work in partnership with AUT regarding all withdrawals and they are dealt with individually.

Early Termination Fee will be equal to six weeks of the Residence Fee as per UniLodge Mayoral Drive residential agreement.

## **9. Misconduct**

Please note all residents studying at AUT are governed by the AUT Student Conduct Statute while residing in Unilodge Mayoral Drive, refer to the AUT Calendar PDF document page 616

<https://www.aut.ac.nz/about/auts-leadership/official-aut-publications/read-by-section-academic-calendar>

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

Residents are responsible for any damage to their room.

- Any resident who causes damage in the Mayoral Drive Student Accommodation property will be expected to pay the full cost of repair or replacement and this will be charged against their account.
- Graffiti: Decoration of walls or furniture with graffiti of any description is not allowed.
- If the damage is considered willful then the Accommodation Contract may be terminated, the resident may be asked to leave the Mayoral Drive Student Accommodation, and if considered appropriate the New Zealand Police may be involved.
- Damage to Hall property should be reported at once to staff.
- Issues of misconduct, where applicable, are referred to AUT - if an AUT student. If non-AUT

student, referred to UniLodge AGM.

## 9.2 Immediate Eviction

The Mayoral Drive Student Accommodation promotes tolerance, courtesy and care for others and the diverse 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 asked to leave at once and be issued in writing an eviction notice.

Immediate eviction that involves the below behaviour is considered to be extremely serious and the process where immediate eviction would be considered is applicable to all residents regardless of the tertiary institute they study at.

If the resident studies at AUT the eviction and or appeals process is escalated to their Student Support Services. Non- AUT residents the eviction and or appeals process is escalated to the Residential Tenancy Tribunal.

Immediate eviction may occur 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 theft of another person's property.
- To continue to engage in unacceptable behaviour as described in the Occupancy Agreement or this handbook after management has issued a warning.
- Any action which threatens to cause harm to another resident.
- Any behaviour which is against the law may also lead to eviction and the police being contacted

## 9.3 Noise Complaints

In the event a Resident reports a noise disturbance relating to another resident the following process will be followed

- At the point of the initial complaint the Unilodge Team Member will approach the room creating the disturbance and ask them to refrain from making noise that is disturbing other residents.
- 10 minutes after speaking to the Resident creating the disturbance the Unilodge Team Member will check the room again.
- If the disturbance continues or if a 2<sup>nd</sup> complaint is lodged by a fellow resident the following will be implemented.
- During the 2<sup>nd</sup> visit a member of AUT Security will respond with the Unilodge Team Member.
- A \$200 fine will be placed on the Residents account who has created the disturbance.
- The next day a meeting with the Resident and their Resident Advisor will be scheduled to occur within the next 7 days to discuss why the noise did not cease immediately.

## 9.4 Quiet Hours

Out of respect for all residents we have quiet hours in place between 10pm and 8am (2200-0800) 7 days a week. Please consider others on your floor during this time of day.

## 10. (a) Complaint Process (AUT Students)

Please follow the below complaints process only if you study at AUT and please note the Resident is governed by the AUT Student Conduct Statute. <https://www.aut.ac.nz/about/auts-leadership/official-aut-publications/read-by-section-academic-calendar> refer to the AUT Calendar PDF document page 616

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 needed 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 Occupancy Agreement in response to your grievance.

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

**Step 1:** Contact the RA or Residential Life Manager at Mayoral Drive Student Accommodation. Explain your grievance and your desired outcome.

The Residential Life 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. Property Manager will request a meeting to discuss the matter further.

(Not resolved? / Not happy with the outcome?)

**Step 3:** Contact the UniLodge Area General Manager via email and submit the details of your complaint in writing. UniLodge Area General Manager will request a meeting to discuss the matter further.

(Not resolved?)

It is important to remember that you have signed an Occupancy Agreement (AUT Students). An Occupancy Agreement differs from a Tenancy Agreement (all non-AUT students) quite significantly.

If you are an AUT student, you can register your complaint or feedback on your AUT Portal. [AUT Concerns and Complaints](#)

AUT students can also utilise AUTSA advocacy as a support in any complaint process.

[AUTSA](#) or phone 021 1951178.

**Step 4:** Should you be unhappy with the outcome from your complaint you can escalate it to AUT Accommodation Director via [residential.services@aut.ac.nz](mailto:residential.services@aut.ac.nz) to discuss your concerns and your options.

**Step 5:** Should your concerns not be resolved by these internal grievance procedures, you can then [pursue an external complaint through NZQA](#). You can submit your complaint query on the [NZQA website](#) via their online form here [Enquiries about the Code of Pastoral Care](#). Alternatively you can

send an email to [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz). If you need more information, contact NZQA on 0800 697 296.

Contact RA or Res Life Manager. Explain grievance and desired outcome.

Res life Manager will respond within 5 business days.

Further meeting required  
Have meeting and discuss grievance and desired out-comes

Outcome  
Are you happy with the outcome

No  
Contact the Property Manager (PMO) via email and submit the details of your complaint in writing.

Yes  
All sorted — documented.

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

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

Are you happy with the outcome?  
YES  
NO

AUT complaints portal or AUTSA for support if an AUT student to discuss your concerns and your options.

Are you happy with the outcome?

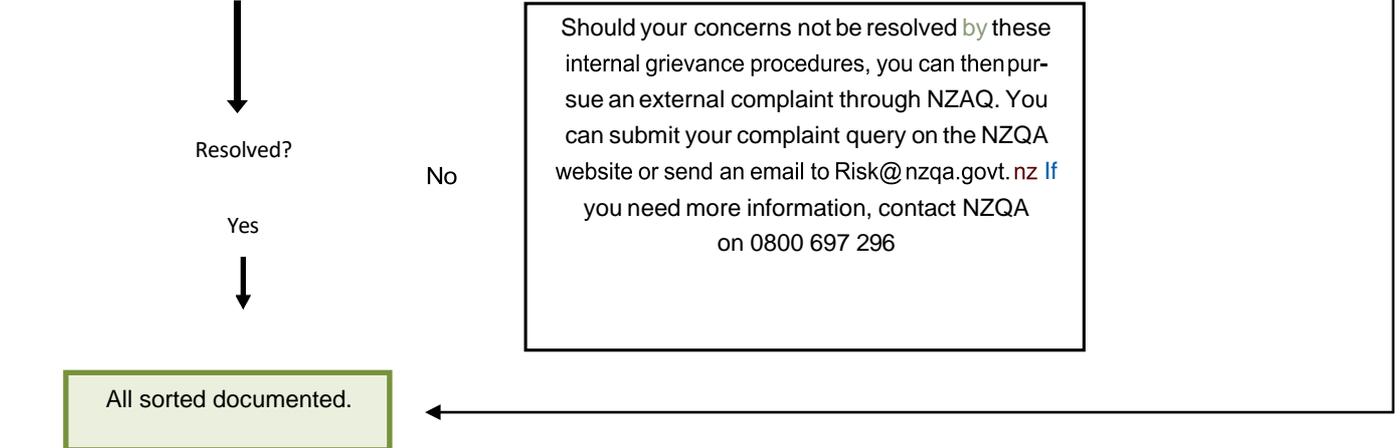
Further meeting required.

Should your concerns not be resolved by these internal grievance procedures, you can then pursue an external complaint through NZQA. You can submit your complaint query on the NZQA website or send an email to Risk@nzqa.govt.nz If you need more information, contact NZQA on 0800 697 296

Resolved?

Yes

All sorted documented.



## 10. (b) Complaint Process (non-AUT Student)

Please follow the below process if you are studying at a university or tertiary institute that is not AUT.

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 Occupancy 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 Manager at Mayoral Drive Student Accommodation. Explain your grievance and your desired outcome.

You can register your complaint or feedback on the form below:

[Complaint Form Link](#)

The Residential Life 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. Property Manager will request a meeting to discuss the matter further.

(Not resolved?)

**Step 3:** Contact the UniLodge Area General Manager via email and submit the details of your complaint in writing. UniLodge Area General Manager will request a meeting to discuss the matter further.

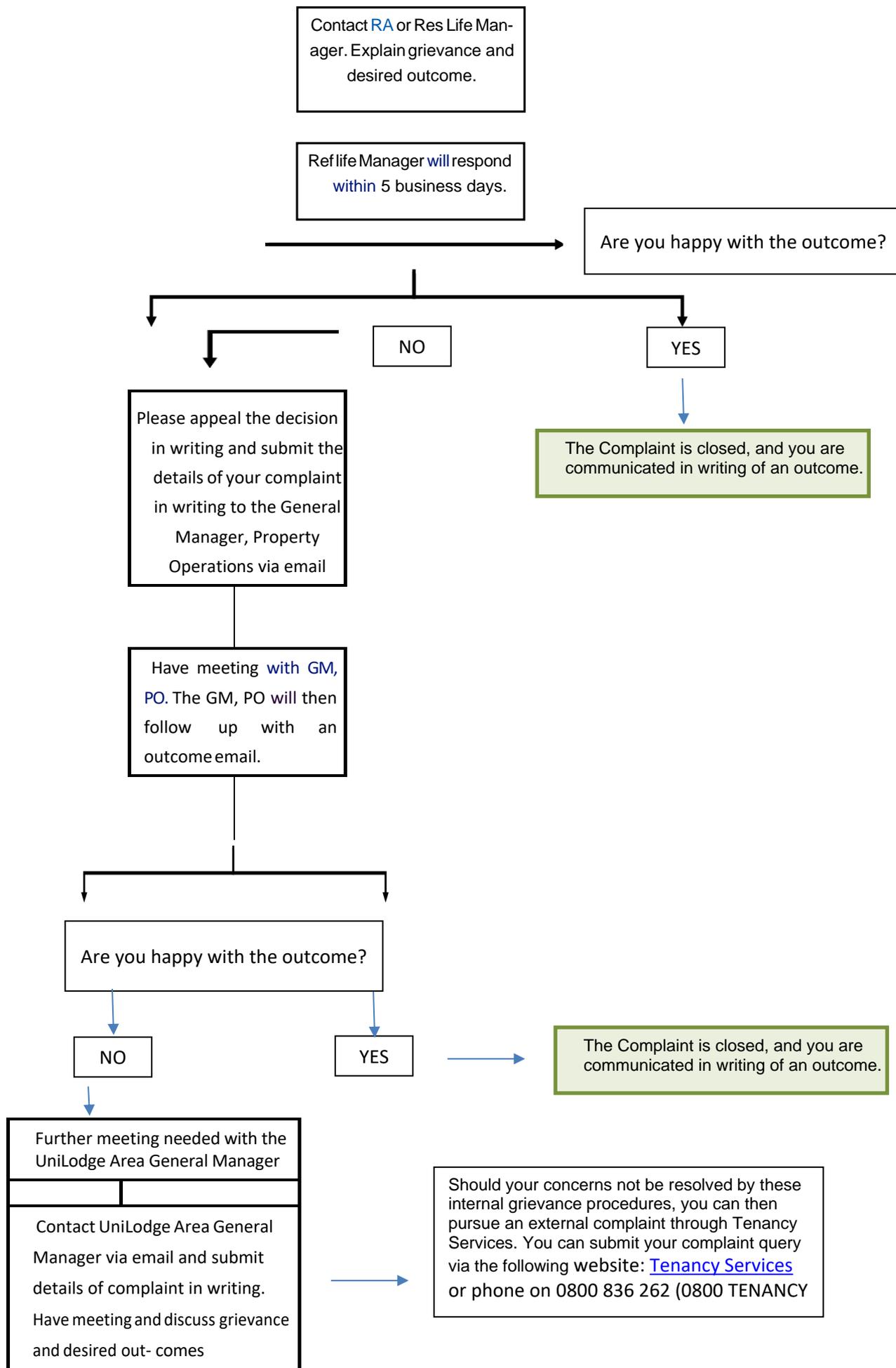
(Not resolved?)

**Step 4:** Contact your university or Tertiary Educational Institution via the applicable complaint's procedures. University of Auckland [Student Support](#) or [AUSA](#) can be found via these links.

(Not Resolved?)

It is important to remember that you have signed a Tenancy Agreement. An Occupancy Agreement differs from a Tenancy Agreement quite significantly.

**Step 5:** Should your concerns not be resolved by these internal grievance procedures; you can then pursue an external complaint through Tenancy Services. You can submit your complaint query via the following website: [Tenancy Services](#) or phone on 0800 836 262 (0800 TENANCY).



## 11. 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, it's 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 Mayoral Drive Student 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 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 build 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.

For AUT Students: The AUT Students' Association (AUTSA) is independent of the University and exists to support students. You can contact the Advocacy and Welfare Team via email, phone, or just drop into the AUTSA offices to discuss your concern. The AUTSA Student Advocate will be able to aid you in:

- Navigating the correct University appeals and complaints processes.
- Concern, complaint, and appeal letter writing.
- Locating and understanding important University regulations and policies
- Helping you to understand all your options and avenues for resolution.
- Advising you on what evidence may be required for an appeal or complaint.

- Facilitating the communication between you and the University.
- Attending meetings as a support person or advocate and assist 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! You can find the AUTSA offices in WC Building level 2.

## 12. 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 Mayoral Drive Student Accommodation.

- Self-regulatory behaviour is expected around consumption and quantities purchased.
- Laws relating to underage drinking pertain to all aspects of Residential life.
- There are no more than 5 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 Mayoral Drive 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.
- Beer, Wine, Cider and Pre-Mix/RTD's are acceptable types of alcohol so long as they are purchased in small volume packaging. i.e not Kegs.
- Residents breaching the guidelines can expect to be brought to the attention of the Property Manager and RM 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 allowed to bring alcohol into the Hall.

### i. 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 Mayoral Drive Student Accommodation and the AUT. 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.

### ii. 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 Mayoral Drive Student Accommodation 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 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.

## 13. 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. Fire safety requirements strictly prohibit the burning of candles or incense in the Hall buildings. All rooms are fitted with sensitive smoke alarms that can be set off by deodorant spray, hair straighteners and burnt toast, for example:
- iii. Any fire callout caused through resident carelessness will be charged to the resident responsible.
- iv. Fire Exits MUST NOT be used unless in an emergency. Any use will sound an alarm.
- v. 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.

### B Fire Alarms

It is a requirement that all students residing at Mayoral Drive 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 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 your RA or a senior staff member.
- iv. Please do not leave the evacuation area until the "all clear" has been given.

### C False Alarms

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

**DONT BURN POPCORN!! if you do, open it outside the building or in your room with the door closed.**

## **D Lockdown**

### **In the rare event of a Hall 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.

Make sure you have download the AUT App for instant notifications in event of emergency.

## **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.

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

## 14. Important Contacts

# 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** Lift 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)

- Student Health services <https://student.aut.ac.nz/support-services/medical-centres/making-an-appointment>
- Puawaitanga <https://student.aut.ac.nz/support-services/counselling-and-mental-health-support>
- Safe to talk <https://safetotalk.nz/>
- Visit 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](http://thelowdown.co.nz) – or email [team@thelowdown.co.nz](mailto:team@thelowdown.co.nz) or free text 5626

**For all emergencies, call 111**

RA's provide pastoral and administration duties to support the operation of Mayoral Drive 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.

## 15. Care Reports

This form is for reporting a concern about a current Mayoral Drive Student Accommodation Resident. CARE reports should only include objective, observable, and information. We ask that you avoid labels, stereotypes, and reporting based on hearsay or mere assumptions. A staff member will review the information within two (2) business day and take appropriate action, which may or may not include contacting the student, you, and any witnesses identified. If you have questions about a report you filed, please call us. CARE reports are not reviewed outside of business hours or on university holidays.

Please note that in most cases we are UNABLE to provide an update to the person/s lodging this report due to several reasons.

All CARE reports are routed to the Office of Residential Life.

Does the person you are creating a report pose a threat of harm to self or others? If yes, please call emergency services (111) and then Resident life manager, or Property Manager.

If no, please proceed with the report below.

[We Care Form](#)

## 16. Consent

With over 500 Residents at Mayoral Drive Student Accommodation and thousands of young adult students at AUT, 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 Mayoral Drive 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 Mayoral Drive 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, and or your own education provider (if applicable) and the New Zealand Police.

The following are particularly 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.

Helpful links

<https://www.aut.ac.nz/student-life/sexual-harm-and-harassment-reporting>

<https://safetotalk.nz/>

**Resident Handbook  
Acknowledgement Form**

**IMPORTANT**

By signing this form, you acknowledge your responsibilities as a Resident of Mayoral Drive 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/Names)

at Mayoral Drive Student Accommodation, I acknowledge that I have read, fully understood and accept the contents of the **Resident Handbook**.

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

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