

UniLodge Canterbury maintains a set of community standards that centre around your residential agreement, [University of Canterbury Student code of conduct](#), consideration for others, safety, welfare and protection of property.

The Residential Rules form part of your Residential Agreement and Resident Handbook, your understanding and agreement are part of the accommodation offer process. These rules apply **to Hayashi, Ilam Student Accommodation, Kirkwood Avenue Hall, Kirkwood Flats, Sonoda Christchurch Campus, Tupuānuku and University Hall**). Without exception, residents are bound by these community standards if they accept an offer of accommodation with UniLodge.

The 2024 Residential Rules are in effect from **1 January 2024 through 31 December 2024**. Consultation with the Residential Advisory Committee on the rules was completed on August 9 2023. If you have any feedback or clarifying questions about the Residential Rules, please address these to the General Manager Portfolio and email [canterbury@unilodge.co.nz](mailto:canterbury@unilodge.co.nz)

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## Alcohol

UniLodge Canterbury promotes a responsible attitude towards the use of alcohol. Rules and guidelines regarding alcohol are designed to support personal responsibility and safety regarding the personal decision to consume alcohol. Alcohol is permissible (if you are over the age of 18), and if one chooses to consume alcohol, will conform to New Zealand law, and support the wellbeing of oneself and others.

Residents who choose to consume alcohol will be held responsible for their behaviour while under the influence. Any negative behaviour resulting from the excessive consumption of alcohol that disturbs the peace and privacy of others, and the surrounding community will result in disciplinary action, or referral to an external support agency. Any failure to comply with the Residential Rules or the spirit of personal responsibility could result in the review of residency.

- You may keep a moderate amount of alcohol in the privacy of your own bedroom, unless you are under 18 years old. The General Manager Portfolio or Property Manager Operations may define “moderate” as needed but in no case can it exceed 2 litres at any one time. Permitted types of alcohol are as follows: beer, cider, RTDs or wine.
- Alcohol beverages stored in glass are not permitted except for wine bottles. Unpermitted vessels will be/may be confiscated
- Crates, kegs, home-brewing equipment and drinking paraphernalia (e.g. Beer bong) are not consistent with the requirement of a moderate amount of alcohol/responsible use and will not be permitted.
- Open vessels/drinks are not permitted within the property and will be confiscated/removed. This is based on health and safety requirements and is intended to protect all residents and visitors from accidents and injury, and to reduce rubbish and damage to property.
- Intoxicated guests or visitors are not permitted on the property and will be asked to leave, any damage or misconduct as a result will be passed onto hosting resident
- Alcohol can only be consumed in your bedroom, or areas indicated in the Resident handbook. Where an area is deemed alcohol free, you may not store or consume alcohol in that area.
- You must not coerce or force anyone of any age to consume alcohol.
- On a Friday and Saturday night residents will be permitted to have an alcohol drink with them at the dining table for dinner meals. This is to promote positive socialisation. Drinks permitted would be a can of beer, wine, cider and RTD.
- Alcohol-free periods will be enforced in the Hall at various times of the year. These include the period leading up to and during examinations, or other times as posted on noticeboards or other channels. During these

times you may not be in possession of or consume alcohol in any part of the Hall.

UniLodge Canterbury reserves the right to refer residents with a pattern of excessive alcohol consumption to the UC Health Centre. Alternatively, the resident’s parents or guardians may be contacted if there is a concern about the safety and wellbeing of the resident.

## Behaviour

Residents must agree to abide by a standard of behaviour which is captured throughout these rules, the Resident Handbook, associated University of Canterbury policies and University of Canterbury student code of conduct. Acceptable behaviour includes not interfering with another person’s living conditions or personal security. Breaches of the code of behaviour will be dealt with by UniLodge Canterbury staff. Repeated breaches may amount to “unacceptable behaviour” and constitute grounds for early termination of your Residential Agreement; you will still be responsible for payment of your residency fees until the allocated room is re-let. A single finding of “unacceptable behaviour”, as defined in UniLodge conduct processes may result in the termination of your Residential Agreement without warning.

### General behaviour guidelines:

- You are expected to respect the rights of others in the UniLodge community and to act in a safe, supportive, and responsible manner.
- In line with this expectation, you must not act in an insulting or threatening manner towards any resident, visitor, contractor, or staff member.
- You may not enter another resident’s room without their expressed permission.
- If you are party to any offence under these rules committed by another resident or guest, you shall be liable to be charged with the same offence and be subject to the same disciplinary proceedings. [Note: In this clause ‘party’ includes any resident who in any way aids, assists, counsels, procures, or encourages another to commit an offence under these rules.
- You are responsible not only for your behaviour but that of your partner, children and guests at all times. This includes any actions which may threaten the safety and wellbeing of residents, their guests, staff members, and/or the property, which may result in a review of your residency.
- Any behaviour that breaches New Zealand law will be reported to the New Zealand Police.

## Building Security

All residents and guests agree to be bound by the security regulations and as instructed by UniLodge staff.

- Residents must always carry ID and, if requested, show it to UniLodge staff or University security.
- Under no circumstances are residents to loan out their swipe card and/or keys to anyone else.
- Residents are responsible for the behaviour of their guests and must understand that guests are also bound by all the Residential Rules whilst in the building. Any damages or charges as a result of a guest's behaviour will be issued to the Resident.
- Residents are responsible for personally letting their guests out of the Hall
- Residents are responsible for ensuring their guest adhere to guest hours, and are checked in

## **Bullying, Harassment, Discrimination and Sexual harassment**

Bullying, harassment, discrimination, and sexual harassment is not tolerated within UniLodge Canterbury and is against New Zealand law. UniLodge Canterbury is committed to providing a respectful and safe place to study and live, and residents are reminded of their obligations under the University's Student Code of Conduct Policy.

Bullying is defined as any repeated unreasonable behaviour that is directed towards a person, or group of people, that can lead to physical or psychological harm. This includes cyberbullying. Examples include behaving aggressively, teasing or playing practical jokes on another person, or pressuring someone to behave inappropriately.

Harassment is defined as unreasonable or unwelcome conduct that is offensive, humiliating, or intimidating to any other person and is either repeated, or of such significant nature that it has a detrimental effect on the person, their performance, or their work and study environment. It includes gender-based, racial, and sexual harassment. The NZ Human Rights Act makes discrimination unlawful based on a person's gender, race, age, sexual preference, religion, political beliefs or activities.

Sexual harassment includes the following behaviours in circumstances where there is an intention to offend, humiliate, and intimidate or where a reasonable person would have anticipated that the conduct would offend, humiliate or intimate another person:

- unsolicited acts of physical intimacy.
- unsolicited demands or requests (whether directly or by implication) for sexual favours.
- a remark with sexual connotations relating to another person.
- engaging in any other unwelcome conduct of a sexual nature directed at another person.
- Sharing or distribution of non-consensual intimate images or material.

## **Changes to the Residential Rules**

UniLodge reserves the right to amend or add to the House rules during the term of residency. All current residents will be notified of any amendment or addition to rules before they come into force.

### **Cleaning, rubbish and recycling**

Residents are responsible for cleaning their own personal spaces and the correct disposal of recycling and rubbish from their room. Residents must dispose of rubbish hygienically and sustainably. Residents must not leave rubbish or recycling material on the common property. Residents must use allocated waste areas.

### **Common Property**

Residents must not interfere with or damage any common or UniLodge property, nor leave anything that may obstruct the use of common property. The resident is liable for all damages caused.

### **Concerns about your safety and/or wellbeing**

UniLodge has your safety and wellbeing as our top priority. UniLodge has systems and processes in place to help ensure you are looked after. These include regular meetings and touchpoints with UniLodge staff, record keeping, and creating safe environments, through a partnership with the University of Canterbury.

There may be times when concerns are raised about your safety and/or wellbeing. These concerns could be raised by your friends, whānau, members of the university staff/community or your UniLodge team. When concerns are raised, UniLodge will undertake steps to check on you. These steps include, but are not limited to:

- UniLodge staff will check your bedroom and living spaces.
- UniLodge staff will check with your friends in the Hall and your Taurima | Residential Advisor
- UniLodge staff will look at your touchpoint records. These include:
  - Your meal attendance activity
  - Your building access activity
  - Your participation in events facilitated by UniLodge
  - Your communications with other residents and or staff of UniLodge
  - If needed, we will work with the University of Canterbury on your engagement with learning management systems, student services, and/or your device activity on university provided Wi-Fi
- Where appropriate we will contact your designated emergency contact
- Where appropriate we will also involve the Police and other Emergency services as is applicable to your situation

## Conduct Management Process

UniLodge will follow a conduct management process should there be a breach of the Residential Rules, or other conduct matters that require attention. The conduct management process can be found in the Resident Handbook.

You can appeal outcomes of a conduct process to the General Manager Portfolio (or other specified senior staff member) if you believe that you have been unfairly treated, the process has not been followed as outlined, or new information has been discovered. Appeals can be made within 5 calendar days of decisions being communicated with you. Address all appeals to:

### General Manager – Canterbury Portfolio

Email: [canterbury@unilodge.co.nz](mailto:canterbury@unilodge.co.nz)

## Damage or tampering with life safety equipment

It is against the law to tamper with fire equipment, including exit signs. Propping smoke doors open, disabling or covering smoke detectors, and discharging fire extinguishers for any other purpose than putting out a fire are violations. Violations will be subject to disciplinary action and possible criminal proceedings which may result in eviction from the property. Any fire equipment repair/damage or replacement resulting from misuse will be charged to the resident's account.

False alarm fire service callouts will also be charged to the resident(s) responsible.

## Damage to buildings/equipment

Residents are responsible for their room and its contents. Residents will be held liable for any damage that occurs in the room, or any unclaimed or unattributed damage done to the Hall. This includes any guest damage that may occur.

Residents must report any accidental damage within a reasonable time. If you admit to causing any accidental damage, we will endeavour to keep any remedial costs to a minimum. However, if no one reports damage or takes responsibility for any damage, individuals, flats, floors or even all residents will be held liable for extra charges. Residents are not able to repair damage themselves, it should be reported to UniLodge to undertake repairs immediately.

Residents are responsible for paying for costs involved in cleaning, repairing, or repainting their room if they have not maintained it to the standards set or the condition of the room on arrival, fair wear and tear excepted. Room inspections are carried out each semester to ensure safety and cleanliness.

## Dining Hall

For Residents who are on a dining plan, we recognised these are important times for socialising and enjoying your meal. Behaviour in the dining is expected to be of a high standard. General dining hall standards are:

- Residents are required to always wear footwear in the dining room.
- Residents may not remove any UniLodge crockery, or cutlery from the dining room except for specially provided takeaway lunches or late meals. If Residents are sick, you can arrange for a friend or your UniLodge Canterbury team to collect your meal, through the UniLodge meal platforms
- You are not allowed in any UniLodge commercial kitchen without permission.
- You are not allowed to tamper with or use any of the food service equipment.
- You must clean up after yourself
- You must be consideration of others dining around you

## Drugs

The use, possession or cultivation of all types of illegal drugs and non-prescription drugs by any resident or visitor is strictly prohibited. Any breach of this regulation may result in immediate action to terminate the accommodation agreement. Drug related paraphernalia, such as bongs, are strictly prohibited and if found in possession will be confiscated until the end of your Residential agreement. The matter will also be reported to the police.

If you are concerned you are becoming dependant or addicted to drugs, or know somebody in the building who is, please talk to UniLodge staff or submit a care report. We are here to assist in every way possible. We can support you with advice and connect to support services within the University community.

## Furniture and Equipment

The furniture, and other items provided in the apartments/Hall are to be used for the purposes for which they are made. The resident is liable for damage to this property and/or furnishings. Residents are not permitted to make alterations or additions to the apartment, furniture or equipment within the apartment/Hall, unless the request has been given in writing and approved by management. No furniture or other items should be removed or relocated without permission.

## Gambling

Gambling is not permitted on the premises. This does not include competitions or raffles organised by UniLodge staff.

## Insurance

UniLodge expressly disclaim any liability for loss or damage to your property, or the property of any of your guests, even if it is occasioned by the negligence of any of UniLodge employees or duly authorised agents. It is highly recommended that you take out appropriate insurance cover on your personal effects at your arrival in Christchurch.

## IT acceptable use policies

Internet within UniLodge Canterbury properties is provided through the University of Canterbury. The University of Canterbury internet usage policy applies to all residents of UniLodge Canterbury:

Refer to:

<https://www.canterbury.ac.nz/about/governance/ucpolicy/general/internet-usage-policy/>

The University of Canterbury IT Policy framework applies to all residents of UniLodge Canterbury:

<https://www.canterbury.ac.nz/about/governance/ucpolicy/general/it-policy-framework/>

## Levies and disciplinary fines

You are responsible for your own actions, and you have a collective responsibility to the UniLodge community. The General Manager Portfolio, or their delegate(s), has authority to impose disciplinary fines and/or levies on you. Disciplinary fines may be substituted for donations to charitable causes at the discretion of the General Manager Portfolio or their delegate(s).

Levies can be imposed on each resident for costs incurred to repair damages/losses that cannot be attributed to a resident or group of residents, with the cost of repair or replacements attributed equally to those residents on a floor/flat/building or the Hall as a whole. Such levies cover the replacement of stolen or lost property, such as cutlery and crockery from the Dining Hall, and damage/repairs to items such as broken windows and damaged furniture. It is therefore in your own interest to discourage and to report any actions that might lead to cost recovery levies being imposed. You are expected to pay on receiving the notification of the fine/levy unless you make arrangements with the General Manager Portfolio or their delegate person(s).

## Lockouts

A lockout fee will apply should you lock yourself out of your apartment/room or the building and require a staff member to provide you access afterhours. If you have lost your Canterbury student card/Access card and/or keys, you will be issued with temporary access card – a fee will be charged for your key/fob replacement.

## Noise

UniLodge Canterbury is a social place, and some noise will be present on site, however, all residents should be able to live free from unsanctioned loud or

excessive noise. It is always the responsibility of each resident and visitor to show regard and consideration for others, and ensure that the place is conducive to study, sleep and relaxation. Residents should particularly be mindful of the noise generated from normal activities such as holding small gatherings, watching movies, playing computer games, returning late at night or gathering in a common area.

You are required to ensure that the noise level from your room is kept to a minimum after **10pm**, including weekends. If you feel you might disturb your roommate with excessive noise, move your activity to a common area.

Keep in mind that not all residents have assignments and breaks at the same time during the year, therefore if you are asked by a fellow resident to lower your noise level, please respect their request and be considerate.

Additional noise restrictions will be enforced over study weeks and exam periods. Excessive noise will not be tolerated and will result in disciplinary action. If security is called to handle a noise complaint, call-out fees will be charged to those creating the disturbance. If you are unsure of what constitutes unreasonable noise, please contact your Taurima | Residential Advisor for advice. The level of noise that is acceptable is at the discretion of the staff on the property, including security staff.

Tips for keeping your noise to a minimum:

- Keep room doors closed if you have visitors.
- Do not slam doors.
- Do not have your speakers or television at a high volume or excessive bass.
- Use headphones if you wish to listen to your stereo/ radio at a high volume in your room.

## Obstruction

You and/or your guests are not permitted to obstruct any UniLodge staff or authorised trades people in the performance of their duties. You must comply with any reasonable direction given by a person holding such authority on UniLodge premises.

## Operating a business from the property

Residing on the property must be the resident's main purpose. Residents are not permitted to conduct a business from their room or from any area of the property. Residents should not advertise or promote businesses within the Halls of residence. A resident may not register a business under UniLodge Canterbury address, unless granted permission by the General Manager Portfolio.

## Overnight Guests

Residents are permitted to have guests for short periods of time with the approval of UniLodge staff. However, extended visits are not permitted. To ensure compliance with fire and safety regulations and in

consideration of the rights of the other residents in the building please ensure:

- If a Whanua | family member or a friend wants to stay for a night or two, they are generally welcome to stay provided you have made arrangements in advance with UniLodge staff.
- The guest is registered through the overnight guest form;
- The guest is over 18 years of age.
- The guest must be accompanied by the resident at all times and must not be given a swipe tag or key;
- Residents are liable for their guest's behaviour and any damage they may cause.
- The accommodation management team may refuse permission for visits of more than two nights.
- You may not have any overnight visitors during study weeks and exam periods.
- Guests are not permitted to use catering services

Any person found to occupy a room that has not followed the above procedure will cause the resident to be charged a nightly rate for each night that the guest has stayed overnight. A guest must leave the property immediately if they are requested to do so by the UniLodge Staff.

## Parking

UniLodge Canterbury has a limited number of car parks at some of the Halls and explicit prior permission to use these must be obtained. Not all Halls will have parking available. There is a charge for car parks. Unauthorised cars may be towed away at any time and there shall be no right of redress against the University of Canterbury, UniLodge or the property owner if this occurs. UniLodge does not guarantee the safety of your vehicle while it is parked on our grounds.

## Parties and Events

We understand that many residents will celebrate special events such as birthdays and exam results. Gatherings that cause disruption to other residents or create any damage or additional cleaning to the property are not permitted and will be shut down immediately. Residents should consider using alternative venues if they wish to have several guests at one time as the amount of noise generated by more than one guest generally exceeds acceptable levels.

Residents living in shared apartments should seek the permission of their flatmates before they host a party/event, this should be conducted in a manner that is respectful towards your flatmates. Members of the UniLodge team can close down any unauthorised event or gathering that breaches UniLodge Residential Rules.

## Pests

UniLodge has a pest management scheme in plan for the properties. Please do not attempt to fumigate your room/apartment yourself. If the cleanliness and/or hygiene of your living space has caused a pest issue, UniLodge reserves the right to on-charge the resulting pest control costs to you.

## Pets

Pets, including fish, are not permitted on the property.

## Right of Entry

The General Manager Portfolio, Property Manager Operations, delegated staff or other duly authorised persons (including contractors) may enter your room at any time for any of the following reasons:

- If there is an emergency or there is reason to believe something, or somebody is in clear or imminent danger.
- If there has been a serious breach of the rules by you or a guest.
- If there is external requirement for maintenance on the facilities.
- To perform maintenance in response to a request from you.
- For the purposes of routine inspection at all reasonable hours of the day.

Where possible, you will be given at least 24 hours' notice of any inspection. There may be instances where it is not possible to give notice, for example due to the urgency of needing to complete a repair.

## Safety in the Hall

Residents must behave in a responsible manner and ensure their actions do not put themselves or others at risk. The following guidelines apply to residents to ensure a safe hall environment:

- Residents cannot burn or ignite anything in their room. Residents are not allowed to burn/light incense, oil or candles.
- Residents cannot interfere with fire door signs or prop fire doors open in any way. Damage to fire door will incur conduct levies.
- Residents must not have or use fireworks in and around the hall. All fireworks are strictly forbidden at all times.
- Residents must not, under any circumstances whatsoever go onto the roof of any UniLodge building/structure. Failure to comply may result in an immediate review of the residential agreement.
- Some windows have a security latch fitted. Residents must not alter or remove these. Doing so will incur heavy penalties.
- Residents must not, under any circumstances throw anything out of (including liquids), or hang anything from, any external window, balcony, or stairway.
- Residents shall not place anything or obstruct the corridors or fire escapes.
- Residents must not have any furniture on balconies or on stairwell landings.



- Where balconies are present, there must not be more than four residents on that balcony.
- Residents may not wear or use in-line skates, roller blades, and skateboards within internal UniLodge premises.
- Residents may not throw or kick balls inside UniLodge premises.
- Residents may not instal or fix electrical items or appliances in any UniLodge buildings

## Smoking and Vaping

[The University of Canterbury is a smoke-free university.](#) including all buildings, land and carparks.

- Smoking, vaping and/or e-cigarettes are not allowed by anyone inside the rooms or any areas inside or around UniLodge Canterbury.
- These rules apply to visitors/staff/contractors and other guests in addition to all residents
- Smoking of any substance within the property will result in disciplinary action or confiscation.
- If your bedroom or any communal areas have been contaminated or soiled by smoking, you will be charged, in addition to other possible penalties, for the commercial cleaning of all furnishings such as the bed, bedding, linen, curtains, carpet, and any furniture fabric.

If you would like assistance to stop smoking, please talk to your Taurima | Residential Advisor or a member of UniLodge Canterbury staff. We are always willing to help.

## Social media

UniLodge is committed to fostering an informed and engaged digital community, where all residents feel welcome to be part of the UniLodge life. To ensure that our official UniLodge social media platforms are used appropriately, we are that residents follow our guidelines:

- Be respectful to each other and our team
- Do not spam the platforms, these are community pages
- Protect your own and others' privacy. Do not post personal information
- Be honest and transparent. Do not engage with fake profiles.
- Do not promote business or partnerships without the permission of the General manager Canterbury Portfolio

## Solicitation

Solicitation is an uninvited or unwanted attempt to contact a resident for the purpose of promoting religious beliefs, engaging political views or encouraging the purchase of items or membership. Solicitation is prohibited on the property – this includes any group or organisation.

## Trespassing

Unauthorised persons will be asked to and must leave the property. Any person whose behaviour is unacceptable or is behaving in a suspicious manner will be asked by the UniLodge Canterbury team or University security to leave. If they do not leave, they will be served with a trespass notice. UniLodge staff will report all trespassers to NZ Police.

## Weapons and firearms

The possession of weapons, firearms, or imitation weapons by a resident or their guests on the property is forbidden. If a resident is found to be in possession of any of these items, disciplinary action will be taken. This action could include termination of tenancy, confiscation of the weapon and the reporting of the incident to the NZ Police.