University Hall
Student Hall Handbook
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Student Hall Handbook

This Handbook includes rules, requirements and policies that we believe are desirable for the proper management of the Hall.

We may reissue and update this Handbook from time to time, as permitted under the Hall Residence Agreement. We will let you know if we update the Handbook.

If there is any inconsistency between this Handbook and the Hall Residence Agreement, the Hall Residence Agreement takes precedence.
Welcome to University Hall

Kia ora koutou and welcome to University Hall!

On behalf of University Hall and the wider University, we want to welcome you all to your new home and to the University Hall community.

As members of our hall community, you bring with you a diverse range of languages, cultures, experiences, and academic expectations, and our job is to ensure you are supported to get the very best student experience.

Wellington is a fantastic city that we call home and our dedicated team of Residential Advisors and Senior Residents are looking forward to showing you what it has to offer.

If you have any concerns about your University Hall experience or need assistance, please let us know. We are here to help!

Nāku noa, nā.

Yours Sincerely,

Hall Management
University Hall
Staff

As at the date of this Handbook, the management team for the Hall includes the following staff. As a resident of the Hall, you are required to comply with all directions given by the Hall’s staff.

Residential Life Manager

Helen Kong

Helen is the Residential Life Manager and is responsible for the pastoral care needs of residents. Her role includes a focus on community building and health and wellbeing support which is tailored to the various student cultures which make up the University Hall community. Helen also provides leadership for the Residential Advisor and Senior Resident team, and lives on-site in order to respond to critical incidents and emergencies.

Office Administrator

Jack Cruden

The Office Administrator is the front person for the Hall. Jack manages the front of house systems and procedures. This includes operations, maintenance, correspondence, financial matters and accounts.

Student Support Coordinator

Emma Wareing

Emma is one of four Student Support Coordinators assigned to Halls of Residence to support students when a professional understanding of students’ health or mental health needs is required. Students can meet with Emma and discuss with complete confidentiality anything that may be causing concern or anxiety. If required, Emma can refer students to other student services, or advocate for students when communicating with Schools or Faculties about academic matters.
Residential Advisors

University Hall employs a team of four Residential Advisors (RAs) who are high-achieving senior students employed to support residents' transition into tertiary study, to develop and maintain the hall community and to provide leadership through the provision of social and academic learning opportunities. RAs live on-site and are assigned an area of housing at University Hall. They are often the first point of contact for residents needing assistance or support as they negotiate the challenges of living in a communal environment away from home and in a new country.

Senior Residents

Senior Residents (SRs) are senior students trained in helping international students transition into a New Zealand ‘flatting’ (a NZ term for renting a room in a house) environment. Sharing a house with new people comes with its own set of challenges, and Senior Residents are there to help resolve day-to-day flatting issues. They also keep students informed about events and students services, and refer students to the Residential Life Manager if professional support is required.
Fees

Deposit

When you returned the Hall Residence Agreement, you were required to make a one-off Deposit payment as set out in the Agreement. The Deposit comprises the Administration Fee, the Activities Fee and the Bond.

The Administration Fee helps to cover the cost of processing your application.

The Activities Fee is a contribution towards activities organised by Staff for the benefit and enjoyment of Residents.

The Bond will be refunded to you in accordance with the Agreement, less any amounts for which you are liable.

Accommodation Fee

The Accommodation Fee payable, and the Instalments and Instalment Dates, are determined based on the Room Type of your room, as set out in the tables below. The tables are subject to the exceptions below for non-resident guarantors and single trimester accommodation.

<table>
<thead>
<tr>
<th>University Hall Room Type</th>
<th>Accommodation Fee Per Week</th>
<th>2018 Instalments and Instalment Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1st Instalment</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8th February</td>
</tr>
<tr>
<td>Single</td>
<td>$270</td>
<td>$5,130</td>
</tr>
<tr>
<td>Twinshare</td>
<td>$215</td>
<td>$4,085</td>
</tr>
<tr>
<td>Family</td>
<td>Set out in Agreement</td>
<td>19 weeks</td>
</tr>
<tr>
<td>Whanau Housing Room Type</td>
<td>Accommodation Fee Per Week</td>
<td>2018 Instalments and Instalment Dates</td>
</tr>
<tr>
<td>--------------------------</td>
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<td>1st Instalment</td>
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<tr>
<td></td>
<td></td>
<td>8th February</td>
</tr>
<tr>
<td>Single</td>
<td>$215</td>
<td>$2,150</td>
</tr>
<tr>
<td>Twinshare</td>
<td>$175</td>
<td>$1,750</td>
</tr>
</tbody>
</table>

**Single Trimester Accommodation**

If the Term of your Hall Residence Agreement is for the first trimester only, the Accommodation Fee will be an additional 10%.
Payment Method

Payment of the Deposit and the Instalments must be made through the Hall’s Online Portal, available at: https://starrez.victoria.ac.nz/PortalUH/.

To access University Hall’s Online Portal, you will need to set a password first. You can do this by visiting the link above, typing in the username (email) you used to apply, and then click on ‘Reset Password’. You will then receive an email with a link, which will allow you to set a secure password for the Hall’s Online Portal.

If you are unsure of your username, please email universityhall@vuw.ac.nz.

The Online Portal allows you to pay securely and instantly by credit card, debit card and internet banking. If you are using a credit / debit card to pay your accommodation fees, a 1.8% transaction fee will be applied to cover merchant charges.

Financial Issues

In the event of unforeseen financial issues, we encourage you to discuss your situation with the Head of Hall before the due date for payment.

The Student Financial Advisory Service may also be able to provide assistance.

While we will endeavour to assist you, we reserve our rights under the Hall Residence Agreement and the Handbook in the event of any non-payment.

Non-Payment or Late Payment

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

1. You will be required to pay an additional late payment fee of $50.00. If you have discussed your reasons for late payment with us before the due date, we may, at our discretion, waive the late payment fee.
2. You will be required to pay our reasonable debt collection costs incurred in respect of the outstanding balance.
3. An academic hold may be applied which will mean you will be unable to receive your grades or re-enrol.

Cancellation

The Hall Residence Agreement contains details on your ability to cancel the Agreement, and your liability if you do decide to cancel.

If you are considering cancelling the Agreement, we encourage you to discuss your situation with the Head of Hall or one of the Staff.

If you do decide to cancel, you must provide written notice of cancellation to the Head of Hall.
Behaviour and Conduct

Restorative Communities

The Hall is a restorative community. A restorative community is one in which every member is valued and feels they belong, where all contribute to the common good, and where conflict is handled in ways that promote accountability and repair. A restorative community fosters positive relationships founded on mutual care, respect, equality, responsibility and honest communication.

Restorative Circles in the Halls

Throughout the year, your RA will invite you to participate in dialogue circles to strengthen relationships and improve communication in your community. Your RA or Head of Hall will facilitate the circle, using a ‘talking piece’ so that everyone has an equal opportunity to speak. Circles may be held for lots of reasons, including to:

- build positive relationships
- establish shared norms and values for your community
- respond to conflict or problematic behaviour in your community
- process a difficult community event or shared experience
- make decisions about group activities.

Circles are a great opportunity to get to know your neighbours and to have a say in creating your community culture.

Restorative Ways of Addressing Conflict and Rule-Breaking

When conflicts occur, a restorative justice process is available. This is where those involved in the episode meet together, with the help of a facilitator, to discuss:

- What happened?
- Who has been affected and in what ways?
- What can be done to make things right?
- How can we stop similar things happening in the future?

A restorative process requires the responsible student(s) to accept responsibility for their actions and to make amends, and provides the harmed parties with a clear voice in the process. The group works together to reach an agreement about what must be done to repair the harms and restore relationships.

Participation in a restorative meeting is entirely voluntary; all affected parties must agree before it goes ahead. When determined appropriate by staff, this process may be used as an alternative to normal disciplinary procedures.

Residents may request a circle or a restorative meeting at any time to address interpersonal conflict within the Hall.
Misconduct

As a resident in the hall, the Student Conduct Statute applies to your conduct.

We encourage you to make sure you are familiar with the Student Conduct Statute.

If your conduct at any time amounts to, or may amount to, misconduct under the Student Conduct Statute, we may take disciplinary action against you in accordance with that Statute.

Being a Good Neighbour

While you have a responsibility to behave appropriately to other residents within your Hall, you also have neighbours in nearby buildings and houses. Being a good neighbour is a high priority for the University and something we take very seriously. Treat these neighbours respectfully: please be quiet when passing by, and dispose of rubbish in bins provided. Your neighbours are good people, but understandably they get tired of noise and rubbish issues caused by a small number of students.

The University responds quickly to complaints from Hall neighbours and has an effective process for investigating these and responding to them. The University may take disciplinary action against you under the Student Conduct Statute as a result of receiving complaints from neighbours.

Harassment

The University is committed to providing a living and working environment that is free from harassment. Harassment is unlawful.

Harassment is unwelcome, uninvited behaviour, which can make someone feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. If the recipient perceives the harassment as such, then it is harassment. This is also the view taken by the law.

Harassment includes the use of language (written or spoken) or visual material or physical behaviour that:

- expresses hostility against, or brings into contempt or ridicule, any other person on the grounds of colour, race, ethnicity or national origins, sexual orientation, ability or religion of that person
- is hurtful or offensive to that other person (whether or not that is conveyed to the person complained about)
- is either repeated, or of such a significant nature that it has a detrimental effect on that other person.

Causing disharmony includes:

- publishing or distributing written, visual or electronic material that is threatening, abusive or insulting, including on social media
- using words that are threatening, abusive or insulting
- physical behaviour that is deemed threatening, abusive or insulting.
Harassment and causing disharmony are not permitted at the Hall or within the Victoria University community. If your conduct at any time amounts to, or may amount to, misconduct under the Student Conduct Statute, we may take disciplinary action against you in accordance with that Statute.
Facilities

Allocation and Relocation of Rooms

Allocation of Rooms

We will notify you of the address of your home before you arrive at University Hall and, on arrival, you will be assigned to your room.

Relocation – Your Initiative

You must remain in the room allocated to you for the duration of the Term, unless we agree otherwise.

If you are having issues with your room and would like a change of room:

(a) We expect you to remain in your room for a minimum of four weeks after arrival as everyone settles in.
(b) We encourage you to discuss the situation with your RA. We will attempt to resolve any conflicts or points of difference before considering a change of room.
(c) If, after remaining in your room for four weeks, and after discussing the situation with your RA, you would still like a change of room, you may apply in writing to the Head of Hall for a change of room.
(d) Any change of room is at our discretion and will generally require another resident to change rooms.
(e) If we are able to offer you another room, you will be required to pay a room change fee of $50 when you change room.

Relocation – Our Initiative

The Hall Residence Agreement contains details on our rights to ask you to move to another room in the Hall, a different Room Type within the Hall, and / or to a different University Hall of Residence.

Furniture and Chattels

Supplied Items

Although there is a variation in the size and layout of rooms at the Hall, each resident is provided with a fully furnished room, which includes the following:

- single bed and mattress
- bedding
- mattress protector
- study desk and chair
- wardrobe
- pin board
- bookshelf
- heater
- mirror
- rubbish bin

Residents are not permitted to bring any furniture of their own. Refrigerators, loud speakers and strobe lighting are also not permitted. At the end of your stay, you are responsible for removing any belongings or items of your own. If you do not remove your belongings or items, you will be charged for its removal, and it may be disposed of at the Head of Hall’s discretion.

You are permitted to shift the Hall furniture supplied in your room around the room, provided that no fixtures or fittings are unscrewed or taken down, and you return the furniture to its original position before you leave. You may not place communal furniture in your room.

**Recommended Items**

You should consider bringing:

- blu-tack
- cleaning products
- coat hangers
- computer
- desk lamp
- emergency kit (e.g. torch, batteries, water, foil blanket, canned food)
- first aid kit
- headphones
- laundry basket and washing powder
- toiletries
- torch
- towels

**Insurance**

**International Students**

International students must have approved medical and travel insurance as a condition of their student visa. Your insurance must:

- cover you from the date you enrol until your visa expires (unless you leave New Zealand earlier)
- cover your personal effects while you’re travelling and in New Zealand
- cover your medical bills, including mental health and your vision
- cover your personal liability
- meet the guidelines in the The Education (Pastoral Care for International Students) Code of Practice 2016 (The Code).

Insurance is a condition of your visa - if your policy lapses while you’re here, any visa applications you make in the future might not be approved.
Studentsafe-University is our recommended insurance. It’s comprehensive insurance is designed and supported by all the universities in New Zealand. It’s provided by Allianz.

You don’t have to do anything to apply for Studentsafe-University. If you don’t have other approved insurance and you’re under 60, you’ll be covered automatically when you accept your Offer of Study.

You can choose to pay for it either:

- before you arrive when you pay your fees, or
- after you get to New Zealand at International Orientation and Enrolment.

You’ll be covered for your travel to New Zealand either way.

**Domestic Students**

Domestic students are advised to take out a personal contents insurance policy. This may be possible through your parents’ or caregivers’ policy. We will not be liable for any loss or damage (of any kind) to your assigned property and personal belongings.

**Prohibited Items**

The following items are not permitted and may be confiscated:

- bar heaters
- candles
- faulty electrical appliances
- fridges
- incense
- oil burners
- firearms and weapons (including replicas)

Pets or animals are also prohibited.

**Arrival**

**Room Inventory Form**

You will be asked to complete and return a room inventory form within 48 hours of your arrival. Please ensure all defects and missing items are noted on it, as you will be held responsible for the cost of replacing items or repairing damage in your room.

**Keys and Security**

You will be issued a room key on arrival. You are not permitted to make copies of these. If you lose your room key, you will be required to pay for a replacement.

Please be responsible with your room key. In order to reduce the risk of theft, please:

- Lock your room whenever you leave it
- Do not lend your room key to anyone
- Keep room key with you at all times
- Report any lost keys to reception immediately.

Charges apply as follows:
- $50 to replace your room key
- $20 charge may apply if a staff member is required to unlock your door or grant access to your property during quiet hours.

**Use of Rooms**

**Cooking**

If you live in a self-catered property, you may use the cooking facilities provided. All houses and apartments have fridges. You are advised to defrost your fridge throughout the year when ice builds up.

**Electricity and Energy Use**

Electricity charges are included in the Accommodation Fee. We encourage you to be mindful of your electricity consumption and do your bit to conserve energy.

Please turn off any lights and heaters in your room when you leave the property.

Electricity is not included in the Accommodation Fee for property types specified for families and couples and it will need to be arranged at their own discretion.

**Posters and Decorations in Rooms**

You should only use pins in the notice board in your room. You may put posters and decorations on your room walls, as long as you use blu-tack and make sure you remove all marks when you leave.

Do not use any other products, such as sellotape or other adhesive tape, hooks or nails to attach anything to the walls.

Any work required to repair damage caused by tacks, nails, adhesive tape, hooks, etc., will be charged to you.

**Internet Access**

Wireless internet access is included in the Accommodation Fee and available to all residents at University Hall. Internet is provided by an external company called NZ Wireless and access details will be provided in you on arrival.

For more information or help, please contact NZ Wireless on 0800 699 473 (free call).

Internet access is not included in the Accommodation Fee for property types specified for families and couples and it will need to be arranged at their own discretion.
Study and Trimester Breaks

There is no need to vacate the Hall or remove your belongings during study and trimester breaks. Refunds are not available for any period you are away from the Hall during these breaks. You cannot sublet your room during your absence.

Right of Entry

We may enter your room including in your absence for the following purposes:

- ensuring your personal safety and wellbeing
- ensuring the wellbeing of other residents
- to attend to other health and safety concerns, including in any emergency
- to carry out repair or maintenance
- to conduct room checks
- to deal with any nuisance arising from your room, such as loud music.

If any person requires access to your room, staff will attempt to notify you in advance.

Residents are not permitted to obstruct any employee of the University, fire wardens, or authorised technicians in the performance of their duties.

Hall staff will not permit any other person, including friends and relatives, to access your room without your verbal or written permission.

Use of Facilities

You must use the Facilities for their intended use.

Sensible behaviour in Hall buildings is expected at all times and no activity that puts residents or the building in danger is permitted.

- No roller skates, bikes, roller blades, or skateboards may be used in the buildings.
- No cricket, ball or frisbee games are to be played in the buildings.
- Balls, skateboards and other recreational equipment must be carried when entering or leaving the buildings.

Cleaning

Residents are responsible for cleaning their own rooms and for keeping all house or apartment common areas as tidy as possible. Residents are responsible for cleaning their own bathrooms, kitchens and living areas and for providing their own cleaning products and toilet paper.

It is your responsibility to keep your room in a clean and tidy condition, including emptying your own rubbish and recycling into the appropriate areas. If you live in a house or apartment, you will need to work out a roster for weekly cleaning. You may approach your Senior Resident for assistance with this.
Room checks will be conducted from time to time. It is preferable that you are present, but we reserve the right to check in your absence. If your room is found to be unsatisfactory and you will not / cannot rectify this in the time required, your room may be cleaned by our cleaners at your expense.

It is important to ensure you leave your room in a clean and tidy condition for health and safety reasons and so that you do not have cleaning costs deducted from your Bond.

**Damage**

**Individual Liability**

The Hall Residence Agreement requires you to:

- keep the Facilities (this includes your room, the Hall, and all fixtures, fittings and chattels within the Hall) clean and tidy, and pay for any cleaning, damage, repair and maintenance for which you or your guests are responsible; and
- keep your room in the condition it was in at the Start Date (fair wear and tear excepted).

Examples of costs for which you may be liable include costs to repair damage caused by your guests, the cost of cleaning, repairing and / or repainting your room, and the cost of repairing damage to walls caused by adhesive tape.

**Joint Liability**

We encourage those at fault to take responsibility for their actions. However, sometimes damage or theft will occur that cannot be attributed to individual residents.

Under the Hall Residence Agreement, if, due to damage of any kind, any cleaning, repair or maintenance (including replacement) is required to the Facilities and responsibility cannot be attributed to individual residents, you will be liable for a pro-rata share of the cost of such cleaning, damage or maintenance, as determined by us.

**Maintenance**

If you notice anything in your room or any other part of the House you have been assigned to that needs repairing, please log a maintenance request through the Online Portal.

If you have any problems with pests, please let Hall reception know immediately. You can also see the staff if your problem remains unattended so we can follow up.

**Out of Bounds Areas**

The following areas are out of bounds to you and your guests at all times, unless you have approval from the appropriate staff:

- RA and SR rooms
- garages and storage areas
- any plant or service areas
- roofs, ledges and balconies
- Residential Life Manager’s house.

**Departure**

Under the Hall Residence Agreement, at the end of the Term or (if earlier) when you leave the Hall, you are required to leave your room in the condition it was in at the Start Date (fair wear and tear excepted), and return all room keys and chattels provided to you.

To ensure this occurs, we require you to follow the following process on departure:

1. **Towards the end of the Term**, you will receive a set of departure forms, (if these forms are misplaced, please come to reception for replacements) consisting of:
   - Departure letter
   - Cleaning checklist
   - Bank details form.

2. The forms above must be returned to reception by the date specified on the forms.

3. **On leaving the Hall**, you are required to hand in:
   - your room key
   - your cleaning checklist, signed off by staff.

If you do not return all of these items, there may be a delay in processing your Bond refund.
General Policies and Rules

Academic Assistance

We endeavour to provide an environment conducive to academic success. If you require academic assistance, do not hesitate to discuss this with any member of the Hall team. A RA will touch base with you throughout the year to discuss your academic progress.

Residents must be full-time Victoria University of Wellington students, and are expected to attend the lectures, tutorials and laboratory sessions for which they are enrolled.

Guests

Guests are welcome at the Hall provided that they are sober and well behaved. As a resident, you must advise Hall staff (and your flatmates) of any guests at least 48 hours in advance before their arrival, be with your guests at all times while they are on Hall premises, and escort them out of the premises when they leave. This is necessary to maintain the security of our Hall, and to ascertain which people are in the property in the event of fire or earthquake procedures.

Unaccompanied, intoxicated or disorderly guests will be required to leave the Hall immediately. Staff may ask a guest to leave the Hall at any time. Remember that you are fully responsible for your guests’ actions while they are at the Hall. If your guest causes any damage, you will liable for all costs of repair, cleaning or replacement.

As a resident, you must not let your guests use your room key. A guest is welcome to stay for a night or two but no guest may stay on a regular basis, and residents may only have one overnight guest at a time.

The Head of Hall has the right to enforce a no guest policy, which may occur during, but is not limited to, orientation, study or exam periods.

Noise

Living in a large residential community requires consideration and respect. Residents living at the Hall are first and foremost students and an environment conducive to studying will always take priority. Noise must be kept to a reasonable level at all times:

1. Noise must not be heard outside your room, either in the communal areas or in any neighbouring rooms. This includes bass from stereos, which may travel through floors and ceilings.
2. If you want to listen to loud music, you must wear headphones.
3. Loud conversation in communal or lounge areas is particularly disruptive to residents trying to sleep or study.
4. Be mindful and respectful of all neighbours including those in the wider community.

Quiet Hours

It is critical that you observe quiet hours.
1. Quiet hours are from 11:00pm until 8:00am daily.
2. During quiet hours, no noise should be heard at all from your room or property or common areas. This policy is strictly enforced.
3. No excessive noise should be heard at any time from your room or house.
4. During examination times, quiet hours will be extended and you will be notified.
5. Quiet hours may change at any time of the year. This is usually in conjunction with study and examination periods but is not limited to these times. We will notify you of any changes.
6. Staff may require that guests who do not respect quiet hours will be required to leave the Hall.

**Noisy Neighbours**

If your neighbour is making so much noise that you are unable to study or sleep, politely ask them to reduce the noise. If this is unsuccessful, talk with your Senior Resident, or, if they are not available, the RA on duty.

**Alcohol, Smoking and Drugs**

**Alcohol**

University Hall encourages and promotes a sensible and responsible attitude towards alcohol. The consumption of alcohol is one of the main factors that contributes to disorderly behaviour and noise. We expect you to be responsible for your behaviour surrounding alcohol, and as a resident you agree to abide by the following alcohol rules:

1. Persons under 18 will not be allowed to consume or be in possession of alcohol on the premises, and may be placed in an alcohol-free property.
2. If you are 18 or over, reasonable consumption of alcohol is allowed, provided that noise and / or damage is not a problem and no alcohol ban is in place.
3. If excessive noise can be heard at any time from outside your property, and alcohol is involved, then your gathering could be closed down before quiet hours.
4. Actions of residents’ guests are the residents’ responsibility. Hall staff will require guests to leave if their behaviour is unacceptable or they are intoxicated.
5. Total alcohol bans may be put in place during orientation, study and exam periods, and at any other time. The Head of Hall may also put in place an alcohol limit or ban at any time.
6. You may not have or use any equipment that encourages excessive or unhealthy drinking, including but not limited to kegs, funnels, home brewing equipment or paraphernalia associated with drinking games.
7. Drinking games are not permitted on Hall premises.

**Smoking**

Hall premises and grounds are smoke-free and vaping-free environments. You cannot smoke or vape in any area of University Hall including foyers and entranceways. If you are found smoking in any University Hall property, smoking materials will be confiscated and disciplinary measures will follow.
Drugs: Marijuana and Other Illegal Substances

It is forbidden to possess, use, and / or distribute marijuana and other illegal substances. Residents discovered using, in possession of, or selling such substances will face disciplinary action in accordance with the Student Conduct Statute. In addition, we may notify the Police.

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

Please inform your Senior Resident, an RA or the Residential Life Manager immediately if you suspect drugs are being used in the Hall. Paraphernalia associated with drugs is not permitted in the Hall and may be confiscated. Further investigation will occur and any confiscated items will not be returned.

Party Pills and Herbal Highs

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

Confidentiality

Staff and residents are expected to treat each other with respect and confidentiality. The University Privacy Statement governs collection, use, storage and disclosure of your personal information, as it relates to your residency at the Hall.

In addition, guarantors can also be contacted if payments are outstanding, if a person is responsible for damage or setting off fire alarms, and if a person is being evicted.

Parents and Caregivers' Engagement

We encourage self-reliance and personal growth of their residents. As a parent, your son or daughter is responsible for their own academic and personal choices. Any concerns or suggestions will be dealt with directly between them and Hall staff.

Arrival and payment information is only sent to the resident. The Hall will protect the privacy of its residents and will not provide any personal information to caregivers without consent. If a parent or caregiver is the financial guarantor for a resident, it is up to the resident to discuss any financial problems with them. Residents have access to the University’s Financial Support and Advice Service for help with budgeting and becoming financially independent.

Caregivers are welcome to share any feedback, but the Hall will always contact the resident directly should the need arise.

Support for Residents

We acknowledge that students and parents / caregivers alike can struggle a bit with the transition and adjustment of leaving home, moving to another city, starting an academic course and moving into a community living environment.
Students are well supported, especially in their first few weeks as residents in their chosen Hall, with access to Senior Residents, Residential Advisors, a Residential Life Manager and Student Support Coordinators.

Student Support Coordinators are registered health professionals who provide a confidential service for any Hall residents experiencing health or wellbeing issues. They liaise with faculties, student support services and community services to ensure that residents get the support they need to reach their potential and achieve academic success.

**Support for Parents and Caregivers**

The main advice we can give parents and caregivers is to keep lines of communication open with your daughter or son. Continue to have frank and open conversations about all areas of their lives, especially as they head into this next stage, and support their choices.

While your first instinct may be to want to find out more about your son or daughter’s situation, especially if they mention something that they are not happy about, most things get resolved as part of everyday Hall life.

Rather, you can encourage them to get involved in Hall and University activities and suggest they talk through any concerns with Hall or University staff. Make sure you are aware of the services available so that you can direct your son or daughter if they indicate they need some help.

Planning for breaks during the year, keeping in touch through phone and Skype and sending surprise care packages are also important.

Depending on your situation, you may want to limit contact in the first week or two to check-in texts so that everyone has a chance to settle in to their new routine.

**Photographs and Student IDs**

Residents are required to provide passport-style photographs for identification and security records only.

Residents are required to provide their student ID number for confirmation of full-time enrolment at Victoria University, and any other purpose deemed appropriate by Hall management.

**Social Media**

Use of social media is encouraged as a great way to connect with residents and staff, and to keep up to date with events and community news.

Each Hall has its own Facebook page for residents to read and post relevant items.

Please be respectful of other users of your Hall’s social media accounts. Residents must not post anything that may be considered as discriminatory against, or bullying or harassment of, any individual on any social media platforms. For example:

- making offensive or derogatory comments relating to sex, gender, race, disability, sexual orientation, religion, belief or age;
- using social media to bully another individual; and
- posting images that are discriminatory or offensive, or linking to such content.

Hall management reserves the right to delete any post that may cause offence and could be detrimental to the Hall community.

**Permission of Others**

You should also be mindful of having sought and gained the consent of involved parties, whether posting to your Hall’s Facebook page or any personal pages. This is particularly relevant for photos. You must always gain permission from someone whose photo you intend to post. If they don’t want their photo posted, respect that decision.

If you post something without the express permission of the person involved, it may be a breach of their privacy. Depending on the nature of the material, there may be more serious repercussions, such as legal action or a police investigation.

If in doubt, always ask the person concerned. You can’t assume they will agree. And if you can’t contact them or have any doubts about what you’re doing, don’t post.
Health and Safety

All residents agree to comply with the University Health and Safety Policy. In particular you will take reasonable care of yourself and others and cooperate with hall staff and ensure that your acts do not adversely affect others. You will also report, as soon as possible, to halls staff any matter that may be, or may create, a health and safety issue.

Health

If you are sick, or know another resident who is sick, tell your RA and / or Hall reception so that the appropriate care can be arranged.

All acute illnesses must be reported to Hall staff immediately.

Contact Victoria Student Health to enrol or make an appointment on (04) 463 5308.

Fire Safety

The Hall contains smoke alarms and evacuation procedures, and has regulations in place to keep residents safe.

1 Visitors and overnight guests in any property must be reported to Hall staff.
2 You are not permitted to burn anything in your property - incense, candles, cigarettes, tobacco, matches, or lighters. These items will be confiscated if found in use.
3 You are not permitted to hang anything from fittings, and must keep the area around smoke detectors clear.
4 Your electric blanket must have a safety check.
5 Cooking is only permitted in kitchens. Cooking equipment such as hot plates, rice cookers, electric woks, toasters, panini machines and frypans are not permitted in rooms or in communal spaces.
6 Barbeque grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the Hall or outside on balconies, patios or decks.
7 Residents will be required to pay the cost of the fire brigade attending together with any administration charge imposed by the fire brigade if a false alarm occurs because of a resident’s failure to comply with policies and rules. The minimum charge is $1200.

Abiding by fire safety rules and policies and the fire evacuation procedures ensures the health and safety of all our residents. If items that are not permitted are found to be on the premises, they will be confiscated. Disciplinary action will follow if fire safety rules and policies and fire evacuation procedures are not followed.

Fire Alarms

If you or your guests deliberately tamper with fire equipment such as the smoke alarms, fire signs, fire exits or fire switches, disciplinary action will follow. If you are responsible for setting off a fire alarm you will also be liable for a charge of $1200 or more to cover the cost of the Fire Service call out charge. The Fire Service may also be involved in further action.
Deliberately tampering with any fire equipment, regardless of an alarm being activated or not, will result in disciplinary action. Any associated charges to fix or reset systems will be charged.

**Fire Evacuation Procedures**

When the fire alarms sound, you and everyone else in your room must:

1. Leave your room immediately.
2. Leave the building immediately using the nearest fire escape.
3. Proceed to the designated assembly area.
4. Stay out of the building until you are told you may return.
5. If the smoke detector in your room activates, find out the cause as quickly as possible and activate the fire alarm if necessary.

**Earthquake**

In the first instance, 'Drop, cover and hold'. Then, when instructed by Hall staff, follow evacuation procedures quickly and efficiently.

**Hazardous Materials, Firearms and Weapons**

**Substances**

You are not permitted to use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents within the Hall premises. If you need to use substances of this type for your studies, please discuss with the Head of Hall before using them.

Check if your Hall has a Messy Projects area, or use the appropriate facility provided on campus.

**Firearms and Weapons**

Firearms and weapons of any sort (including replicas) are not permitted on Hall premises. If found, they will be removed. You may face disciplinary measures and, if necessary, the police may be involved.

**General Safety**

For safety and security reasons, it is not permitted to:

1. Throw anything out of, or hang anything from, any window.
2. Tamper with, or remove latches from, any window.
3. Climb on, or over, any external railing.
5. Use an emergency exit only door outside of an emergency or fire alarm activation.

Any breach of these rules can result in disciplinary action.
Legal

Hall Residence Agreement

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

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

Terms

Throughout this Handbook, capitalised terms have the meaning attributed to them in the Agreement. When we refer to we / our / us, we mean Victoria University of Wellington, and when we refer to you / your, we mean the Resident.

Notices

Written notices under the Hall Residence Agreement can be sent to:

Email: universityhall@vuw.ac.nz

Address: 2 Waiteata Road, Kelburn, Wellington

Disclaimer

To the maximum extent permitted by law, Victoria University of Wellington will not be liable for any loss suffered by any person due to reliance on the information contained in this Handbook, whether direct or indirect, and whether foreseeable or unforeseeable.