

# Welcome

Welcome to International House and O'Rorke Hall. We are delighted that you have joined our community for 2009 and are sure that you will enjoy living here and hope that you have a happy and successful year.

We work hard to provide you with a comfortable living environment so that you can experience student life as well as work toward academic success. You will be able to take part in a range of fun activities, make new friends, explore new ideas and be involved in the residential community. A Hall of Residence is much more than a place to eat and sleep and it will be your home for 2009. There is little doubt that the more commitment you make to the Hall's community, the more you will get out of living here.

This Residents' Guide gives you the guidelines that help to ensure your welfare and enjoyment as well as other useful information about living at The Halls. Please keep it with you, along with your copy of the Conditions of Residence and the Rules and Regulations, which form part of your Residential Contract, so that you can refer to these as needed.

We look forward to meeting you all. Please feel free to come and see us if you want to chat, need assistance or are worried about anything.

Kind regards

The residential management teams.

## CONTACT DETAILS

### O’RORKE HALL

Ruben Katigbak

Residential Manager

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Operations Manager

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### INTERNATIONAL HOUSE

Clive Boock

Residential Manager

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Jonathan Walter

Operations Manager

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International House

27 Whitaker Place

Auckland 1001

Phone: +64 9 367 7108

### Accommodation Services

O’Rorke Hall, 16 Mount Street

Auckland, New Zealand

Phone: +64 9 373 7599 ext. 87691

Fax: +64 9 373 7552

Email: accom@auckland.ac.nz

Website: www.auckland.ac.nz/accommodation

## Office Hours and Reception

At O’Rorke Hall the reception is located on Floor 1. Staff will be available to assist you with general enquiries, fees payments etc between 8.30am and 5.00pm, Monday to Friday. Outside these hours staff are on rostered duty and are contactable on 373 7953 for urgent matters.

At International House, reception is located in the administration building at ground level. The office is open from 8.00am to 5.00pm Monday to Friday for general enquiries, fees payments etc. Outside these hours staff are on rostered duty and are contactable on 367 7108 for urgent matters.

The Residential Manager and Operations Managers are available on weekdays during normal office hours, 8.30am – 5.00 pm and can be contacted on their University extension numbers during office hours.

In the evenings and on the weekends, you should approach the members of the residential management team who are on duty for help with any problems that may arise. The Residential Assistants are available on an on-call basis in their rooms if they are needed for emergencies.

To contact the duty residential management team member, call the Hall Office: O’Rorke:

373 7953

International House: 367 7108. This call will automatically divert to the mobile phone carried by the staff member on duty.

### MAIL

Your incoming mail should be addressed to you as follows:

Your name

C/- O’Rorke Hall of Residence

16 Mount Street

Auckland 1010

Or:

Your name

C/- International House

Hall of Residence

27 Whitaker Place

Auckland 1010

Mail is delivered, each week day, to the alphabetical boxes adjacent to the Dining Hall. Registered mail and courier parcels will be held at Reception for you to collect. At O’Rorke Hall a Parcel Notice is displayed on the LCD Display Screen which is located next to the Reception Counter. At International House a Parcel Notification slip will be placed in your letterbox.

Outward mail can be posted in the letterboxes on Symonds Street. Internal mail for any part of the University does not require a stamp, but should be clearly marked “Internal Mail” and left at Reception.

# 1. Residential Management and Support

## RESIDENTIAL MANAGEMENT STAFF

Your welfare is the priority of full-time staff, headed by the Residential Manager supported by an Operations Manager and a team of Residential Assistants (RAs).

The Residential Management team oversees the programme of the academic, social, cultural, health, and welfare related events and activities.

The Residential Manager, Operations Manager and the RA team understand the requirements of university study, the additional pressures involved in academic study and the stress of living away from a home environment. Their job is to help you make the most of the academic, cultural, and sporting activities that the University offers. If you are experiencing any problems do not hesitate to contact the Residential Manager or the RA on duty. You are urged to consult with any one of the team on any personal matters should you need to. You are also encouraged to use the student services available at the University for health, counselling, and financial issues.

All members of the residential management team are trained in first aid, listening skills and cultural sensitivity. They are also given a thorough briefing on the function and whereabouts of campus facilities.

Residential management team members are appointed on the basis of their familiarity with the requirements of university study and the operations of the campuses, coupled with their enthusiasm to assist in the development of the social and academic well being of others.

## RESIDENTIAL ASSISTANTS (RA's)

Residential Assistants play an important role in your day to day living and they strive to make your Hall a great place to live.

A team of senior students (Residential Assistants) is appointed as part of the Hall's Management team to undertake the day to day support of residents. They are responsible for assistance with the pastoral care of students and for maintaining reasonable standards of discipline and behaviour in a Hall of Residence..

The RAs assist students by:-

- overseeing residents' behaviour within the building;
- assisting residents when they have concerns;
- making regular checks during the evening to monitor noise etc; and
- generally responding to residents' needs in a variety of ways.

If you have a problem or concern about any aspect of student life or your academic studies, your first contact is your RA. After that you may contact the Residential Manager who will see you as soon as possible.

RA's have the authority to enforce Hall rules and inform you of any fines for breaking them. For example, they can require you to clean your room or wipe up a spill. They may inform the Residential Manager who may in turn close down parties, confiscate alcohol, confiscate your stereo/ radio if you are noisy, and evict your guest(s).

If necessary, the RA is authorised to call any member of the residential management team for assistance, or to call emergency services, including police.

## FLOOR RESIDENTIAL ASSISTANT SYSTEM

To help community building and support, each room belongs to a "floor" and has a Residential Assistant (RA) responsible. In addition to Hall activities organised by the Residential Assistant team, regular floor meetings and activities will be held. You are encouraged to contribute to your floor, and get to know and support your fellow residents.

Your RA is a student just like you, who lives in your area of the building and is there to help you get the most out of your time living at the Hall. You will meet them shortly after moving in.

## RESIDENTS' ASSOCIATION

The Residents' Association offers you a chance for pro-active involvement in your Hall environment. Please be aware that the Residents' Association is a voice for the residents and assists in event programming; it has no responsibility for the administration or management of the Hall.

Elections for the executive take place in the second week of Semester One (immediately after Orientation Week). Elections for the general committee are held after the formation of the executive.

Charter for the Residents' Association

This charter is intended to provide guidelines for the Residents' Association to use each year.

The objectives of the Residents' Association

To assist in the organisation and promotion of cultural, social and sporting activities for the benefit of the residents.

To act at all times in cooperation with and under the guidance of residential management staff.

To work in conjunction with the Inter-Residence

Committee to arrange and promote activities for all residents in University administered accommodation.

Position Descriptions

An elected committee consisting of an executive and committee members will conduct the business of the Residents' Association. The committee will be elected by a secret ballot of all residents of the Hall. A summary of the typical responsibilities of executive members follows.

**President:** Is the chairperson of all meetings and acts as the front person of the executive and the committee.

**Vice-President:** Is the understudy to the President in all of his/her duties and shall chair meetings in the absence of the President.

**Secretary:** Is responsible for keeping the minutes of all meetings and attending to the general correspondence needs of the Association. Shall post the weekly minutes on Hall notice boards.

**Cultural Officer:** Is responsible for the organisation, promotion, and coordination of cultural events within the Hall. These are any activities pertaining to music, drama, debating, or the organisation of guest speakers.

**International Officer:** Is responsible for providing a voice for International residents on the Residents' Association, to ensure that the interests of international residents are being considered and their needs are being met.

**Inter-Residence Association Member:** Is elected from the committee to represent the property on the Inter-Residence Association; they however need to consider the needs of all residents in University administered accommodation when making decisions.

**Social Officer:** Is responsible for the organisation, promotion, and coordination of social functions organised by the Residents' Association. This normally includes any parties and formal dinners.

**Sporting Officer:** Is responsible for the organisation, promotion, and coordination of sporting events within the Hall.

General Principles for the Committee to follow

The Association has no authority or control with regard to the management of the property. This is the domain of the residential management team, Accommodation Services and The University of Auckland staff.

Efforts must be made to provide a balance of events, which cater for all of the residents in a property, when organising a calendar of events.

When a function has been organised by the Residents' Association, on or off the property, the Committee is responsible for the control of the entire event. This includes the supervision of the event and cleaning up afterwards. To carry out these responsibilities the committee members who are responsible for the function must remain in a sober state at all times.

The committee needs to be aware of the particular problems that arise when organising events that involve the consumption of alcohol. They have host responsibilities, therefore are to ensure that adequate supplies of food and non-alcoholic beverages are available at all times and that if residents do become intoxicated they are not then supplied with more alcohol.

The Residents' Association shall foster an awareness of tradition and shall nurture - in conjunction with the residential management team - the ethos of the property.

The Inter-Residence Association has been established to organise social, sporting and

cultural events between the various residential facilities. There are handsome trophies that are presented to the winners of the various competitions with a trophy going to the winner of the overall competition.

## STUDY GROUPS AND SUPPORT

The Halls promote self-motivated learning. You are encouraged to create or join study groups, either general or subject focused. The RAs will assist in this wherever possible.

## CONFIDENTIALITY

Staff and residents of the Halls endeavour to treat one another with respect and confidentiality. There are, however, rare occasions when it may be necessary to contact other concerned outside adults (normally parents or financial guarantors).

## COMPLAINT PROCEDURES

Living in a Halls community requires consideration and understanding towards others. There will be occasions when individuals are not considerate of others, and as such will disrupt the community environment. If you wish to lodge a complaint about the actions (noise, harassment or other situations which cause offence) of another resident, you should bring your complaint to the attention of either a Residential Assistant or a Senior Staff member.

If you wish to lodge a complaint about a member of the catering or cleaning staff, a Residential Assistant or any other staff member, you should bring your complaint to the Residential Manager.

All complaints will be investigated and followed up by the appropriate action. You will be informed of the action taken and have the right to appeal if not satisfied with the outcome.

If you wish to forward suggestions for service improvement (related to accommodation or

catering) you should see the staff at the Accommodation Office and /or forward the suggestion in writing and/or visit the Residential Manager.

## COMMUNICATION

You must supply the Hall with your University of Auckland email address as soon as it becomes available for the purpose of communication from Halls staff, and you should check your University of Auckland email address at least once a week for messages.

- Notices are posted on the monitor in the entrance of O'Rorke. There are notice boards located on all floors. Check these daily for any up and coming social events or any matter which may affect you and/or your guests.
- Make sure that your email address is current as the Newsletter and other information is sent by email. Please check your emails and don't just delete information sent via these until you have read them as you might miss something important!
- Collect your mail/messages regularly from the post boxes at Reception.

Read the newsletters and notices issued by the residential management team.

To communicate concerns to management we recommend talking initially about your concerns with your RA. If any matter is particularly sensitive, just ask for a discussion with the Residential Manager. This will be arranged as quickly as possible.

## SUGGESTIONS

We welcome constructive suggestions.

## LONELINESS

Loneliness and homesickness can affect any student during their academic year. By choosing to live in a Hall, you have already chosen one of the more effective strategies to deal with loneliness and succeed at your studies. However, it can be easy to feel isolated even in a community.

Here are some strategies that may help overcome loneliness:

1. Sit in a common room not alone in your bedroom. Watch a little TV and take the opportunity to meet others.
2. Invite others to eat with you. One of the biggest concerns for new residents is who are they going to eat with. If you go to the self-cook/dining areas alone, mix with people already there rather than stay on your own.
3. Leave your bedroom door open when you are sitting inside if you want company. Fellow residents will stop to say hello.
4. Get involved with organised activities, attend the meetings and look around the complex for flyers that announce events.
5. Talk to your Residential Assistant or one of the Managers if you continue to have a hard time and feel lonely. They may not be able to fix the problem for you but are happy to listen and to try and help you to find the answers that will work for you. There are also professional counsellors on The University of Auckland campuses who are prepared to help their students in a variety of ways.

## 2. Illness, Accidents and First Aid

If you are ill, you should report this promptly to your floor RA in the first instance. You should also let the Residential Manager know, especially if you might need medical attention. We can arrange to have meals taken to your room. It is important to seek assistance for medical conditions before they become too serious, as illness can spread very quickly in a group living situation.

If you are involved in any form of accident or injury, you should let a member of the residential management team know promptly under Occupational Health and Safety requirements, so that they are aware of the situation and can be prepared for any situation that may arise. Each residential staff member has undergone first aid training.

The University of Auckland's Health and Counselling Service is also available to you from 8.00 am to 7.00 pm, Monday to Friday.

Outside these hours, for 24 hour help, residents are advised to visit White Cross Ascot Accident & Medical Clinic, 90 Greenlane Road East.

Phone 520 9555, open 7 days, 24 hours.

If you call an ambulance for any reason, inform Reception immediately.

## 3. Accommodation Fees

### ACCOMMODATION FEES

Accommodation fees are payable to The University of Auckland and can be paid at reception.

If you are experiencing difficulty in keeping up with your payments, you should discuss the matter with the Residential Manager before the due date for your payments.

The 2009 per person fees are as follows:

#### International House :

Single Standard full academic year:

\$ 11 167.00

Single Standard one semester only:

\$ 5 567.00

Twin share standard full academic year :

\$ 9 269.00

Twin share standard one semester only:

\$ 4 617.00

Twin share deluxe full academic year:

\$ 10 794.00

Twin share deluxe one semester only:

\$ 5 377.00

#### O'Rorke Hall:

Single Standard full academic year :

\$ 11 367.00

Single Standard one semester only:

\$ 5 662.00

Single large full academic year :

\$ \$ 11 748.00

Single large one semester only:

\$ 5 852.00

Postgraduate full academic year :

\$ \$ 11 748.00

Postgraduate one semester only:

\$ 5 852.00

### PAYMENT OF ACCOMMODATION FEES

Your accommodation fees are payable to the Operations Manager at the Hall.

You can pay the fees in advance in one of the following ways:

1. Payment in full at the start of the academic year;
2. Payment of a lump sum prior to the commencement of each semester;
3. Automatic fortnightly payment from a nominated bank account; or
4. Authorised fortnightly deduction from a nominated credit card.

Please note that we cannot accept cash payments.

It is your responsibility to ensure that sufficient funds are available to facilitate the fortnightly withdrawal. Your account must always be in credit and you are required to pay two weeks in advance.

If your fees are not paid by 5pm on the due date, you will be charged a \$10 per week surcharge. The application of this surcharge will be strictly enforced.

The University reserves the right to take disciplinary action if you do not make payments in accordance with the schedule. In appropriate circumstances you may be granted a written authorisation for the late payment of fees.

Should you have any monies due to Accommodation Services outstanding for 4 weeks or more, your University record will be tagged. This will prevent you from obtaining notification of your examination results, graduating, and/or

being able to re-enrol until you have paid all such monies in full. Should your debt be passed over to a collection agency, all associated costs of taking such action shall be deemed to be recoverable from you.

#### TERMINATION OF RESIDENCE

When you accept a placement to a Hall, that acceptance is for the entire agreed period as indicated on your Residential Contract. Should you terminate residence during the agreed period, you will pay a penalty fee equating to 25% of the fees due for the entire contract period or shall remain liable for fees until such time as another applicant (selected by the Residential Manager) takes up residence, whichever is the lesser amount.

If you intend to withdraw from your course of study prior to the end of the agreed period, you must notify the Residential Manager as soon as practical. Written evidence from the Institute of such a withdrawal is required to ensure that your liability for your fees ceases.

The Residential Manager may recommend the liability of a resident be waived or reduced if there are substantiated medical or personal grounds for doing so.

You must remove all personal belongings at the time of terminating residence; items remaining will be disposed of. A final check-out inspection must be conducted by a member of the management team before a resident departs. A suitable time must be arranged with the Residential Manager.

The Residential Manager has the right to impose a disciplinary fine and/or suspend or expel you from the residence for a breach of any Rule or Regulation.

Please make sure that you read your contract carefully.

## 4. Your Room

#### ROOM ALLOCATION

You will be allocated a room at the sole discretion of the Residential Manager, with due regard to your specific requests as far as possible. You will not normally be able to change rooms during the year.

#### BEDDING/LINEN

You will be provided with sheets, towels and a duvet on arrival.

#### KEYS AND SECURITY TAGS

Personal access swipe tags are provided to you on arrival and will allow you to enter the building on a 24-hour basis. Do not lend your tag to anyone. Do report any damaged, lost, or stolen tags to the residential management team immediately. Please see Reception immediately if you lose your keys so that the access can be deleted on the original swipe.

There will be a charge of \$25.00 for the replacement of any swipe tag. External entry doors are on automatic closers and are electronically monitored. Holding or propping doors open will activate an alarm. All alarms are remote monitored and you may incur a substantial penalty if you are found to be responsible for activating an alarm. Do not prop/hold doors open.

International House: The swipe tag is used to gain access between 8.30 pm and 7.30 am. Entry is through the main doors of the administration building and also the back entrance door on level 2 of Laura Ferguson/Hobson Halls.

O'Rorke Hall: External entry doors and common room doors at O'Rorke Hall require your swipe tag to be used 24 hours a day.

Do not lend your room keys to anyone. There will be a charge of \$100 for the replacement of each lost key and \$25 for the replacement of the security tag to cover the cost of replacement.

If the security tag becomes damaged the replacement fee will apply. If a key or tag is found, please return it to Reception. Please note that security tags can be damaged by putting them next to other swipe cards, mobile phones or other such devices, or by water.

Should you lock yourself out of your room, on verification that you are the registered resident for that room, you will be lent a key to get into your room by Reception staff. A charge will be levied for each lockout and you will be fined if the key is not returned to Reception within 15 minutes. It is not the job of Reception to act as key keepers for residents. Please keep your keys with you at all times when you leave your room and look after them.

#### RIGHT OF ENTRY

A member of the management team or any other duly authorised agent of Accommodation Services may enter a bedroom to:

- inspect it - at least on one occasion each University of Auckland semester;
- or to enforce observance of the Rules and Regulations;
- and/or any other directions given by the residential management with the resident's permission or after giving the resident 48 hours notice.

If you ask for maintenance to be completed in your room it will be deemed to be an invitation by you to enter for the purposes of fixing the problem and the 48 hours notice will not apply.

In the case of what appears to be an emergency,

in the opinion of the residential management or any duly authorised agent, the obligation to give notice shall be waived.

#### CLEANING

You are responsible for the cleaning of your own room, which must be maintained in a reasonable state of tidiness and cleanliness. Vacuum cleaners are available throughout the Halls.

Contract cleaners are employed at O'Rorke Hall and International House to carry out the cleaning of common areas but you are responsible for removing any personal items and rubbish from these areas after use and wiping down any spillage.

As Auckland is a sub-tropical area, there can be problems with infestations of insects such as flies, ants, fleas and cockroaches. We suggest that you spray your room with insect spray on a regular basis to help kill any unwanted pests. All rooms will be checked and treated throughout the year.

If you do not wish to clean your own room, you may arrange at Reception for this to be done by the cleaning contractors for an additional charge.

If at any time the cleanliness of your bedroom is found to be in an unsatisfactory standard and you do not/ cannot rectify this in the time required, your room may be cleaned by staff cleaners at your expense.

While you may keep paints /solvents that you require for your courses in your room, these must be in closed sealed containers and may not be used in the room at any time.

#### INTERNET IN ROOMS

Internet access is available in all rooms in O'Rorke Hall and International House at no extra cost. University of Auckland internet access rules apply to room connections.

## RUBBISH

You must deposit all rubbish bags in the green bins in the Rubbish Room. At O'Rorke Hall this is located immediately adjacent to the lifts by the entrance to the car park. There are also recycling bins- blue for bottles and yellow for paper and cardboard.

At International House, it is located at the main entrance to the grounds of the Hall and faces the public car parking area of the street.

Do not leave rubbish lying on the floor in this area as this incurs extra cleaning charges by the waste removal company, as well as creating a fire and pest hazard. It is not the responsibility of the cleaning staff to remove your rubbish, so do not leave rubbish either in the common rooms or outside in the corridors.

The residential management team has the power to impose a fine on you if it is deemed appropriate.

## MAINTENANCE

Report any item of maintenance as soon as possible so that it can be dealt with quickly, which helps prevent small problems escalating into larger ones.

Maintenance forms are available from your Residential Assistant or from the Residential Manager's office.

## DAMAGE

Any behaviour which results in the need for replacement, repair or cleaning, is in breach of Hall Rules and Regulations.

You are expected to pay for costs involved in cleaning, repairing or re-painting your room if it has not been maintained to the standards set or condition of the room on arrival.

You are responsible for the behaviour of your guests while on the premises. Damages caused by guest(s) will be charged to you accordingly.

## PETS

Pets are not allowed on Hall premises or in your room, with the exception of Guide Dogs.

## VACATING YOUR ROOM AT THE END OF YOUR CONTRACT

- Before leaving the residence at the end of your contract, you **must** clean your bedroom thoroughly.
- If you finish your residency you must advise the Residential Manager of your intended leaving date to arrange a mutually convenient time for a final inspection.
- If at the time of the final check-out inspection your bedroom is not found to be cleaned to a satisfactory standard, you will be charged an additional cleaning fee of a minimum of \$20.
- A final check-out inspection of a bedroom will only be conducted once all your personal belongings and rubbish have been removed.
- You are asked to be present for the inspection.
- Requests for an inspection must be received and confirmed at least 1 week in advance of the date requested. If a mutually convenient time for the final check-out inspection cannot be arranged or you vacate your bedroom without requesting a final check-out inspection, the findings of the management will be final and binding.
- Prior to vacating the premises, you must surrender all keys and security access tags

provided for your use, as well as all chattels provided to you in good condition. Should you not return bedroom keys, all corresponding locks will be changed and a new set of keys cut at your cost.

- Departure time is at 10.00am. A late departure fee may apply to those departing after this time.
- All keys and swipe tags are to be returned or fines will be imposed to replace these items.

## VACATIONS

Prior to departure, at the end of each Hall semester, you must clean your room thoroughly. A member of the residential management team will inspect the room in your presence before you leave.

The University reserves the right to use all rooms during the summer vacation for the accommodation of conference and casual guests. Should you be permitted to remain in the Halls during any vacation period you will not necessarily remain in the room or Hall allocated to you for the semester time.

# 5. Behavioural Requirements

## ALCOHOL

1. You and/or your guests may keep and consume a moderate amount of alcohol in the privacy of your own bedroom, unless you or a guest are underage.
2. You may not consume any alcohol on any balcony.
3. Crates, kegs and any home-brewing apparatus

are not consistent with the requirement of a moderate amount of alcohol and will not be permitted.

4. No alcohol may be consumed in any other area - including lifts, common rooms, corridors, and all other communal living areas, and within the grounds of the property - unless there is a special event organised with the written permission of the Residential Manager.

5. Alcohol free periods are in force in O'Rorke Hall and International House leading up to and during examinations at the end of each semester. During this time you may not be in possession of, or consume, alcohol in any part of the Halls.

6. If you are in breach of the rules and regulations three or more times, your residency will be reviewed and may be terminated. Any breach of noise curfews during examination periods will be viewed seriously. Any resident who has completed his/her exams must show consideration to residents who are studying for exams; failure to do so may result in a disciplinary fine and the immediate termination of residency, with the offender liable for fees until the end of the term of the contract.

## ACCIDENTAL DAMAGE

Please report any accidental damage. 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 take responsibility for any damage, individuals, floors or even all residents will be held liable for extra charges. Wilful damage to any of the property in the Hall and/or fellow residents' possessions will incur disciplinary action, replacement costs, and may result in the termination of your residence.

## DRUGS

Possession, cultivation, use and/or distribution of any non-prescribed or illegal drugs are strictly forbidden. This includes marijuana which is an illegal substance in New Zealand. If you are discovered possessing, using or selling such substances you may be evicted within 24 Hours and may face police prosecution. In such cases you will still remain liable for all fees for the term of the contract.

## DISCIPLINARY FINES

Fines may be levied against you if you infringe the rules and regulations. A list of Rules and Regulations covering the residence is available with your contract and additionally at Reception.

The management or any authorised agent of Accommodation Services has authority to impose a fine at any time. Other staff and residents can report incidents, which may result in the imposition of a fine.

## ENERGY CONSERVATION

Energy costs for such a large building are considerable and any savings in the energy bill will be of direct benefit to everybody.

You can help conserve energy by:

- using the laundry facilities for full loads only;
- turning appliances off if the last to leave a kitchen or common area;
- turning off heaters in your bedroom;
- turning off lights in bedrooms and common rooms when not needed;
- turning off appliances such as computers when not in use;
- using lifts only when going up or down more than two floors;
- using cold water only in the washing machines.

## END OF YEAR FLAT REFERENCES

Please remember that landlords or real estate agents often ring the Hall to ask for information about the suitability of anyone applying for a flat or house. We will base our comments on:

breaches of conduct;

payments of fees;

room inspection reports.

## FIREARMS AND OTHER WEAPONS

The possession of firearms and other weapons by a resident and/or their guests within the property is strictly forbidden. Contravention of this rule will lead to the immediate termination of residency.

## GENERAL BEHAVIOUR

It is expected that you will behave within the Hall in a mature and respectful manner. Any act of unacceptable behaviour towards a fellow resident or member of staff will not be tolerated.

- A reasonable dress code is expected in all public areas;
- You may not wear or use in-line skates, roller blades and skateboards within the Hall's premises, or throw or kick balls;
- Please keep your feet off the tables provided;
- For safety and security reasons you may not, under any circumstances throw anything out of, or hang anything from, any external window, balcony or stairway;
- If you have a friend sleep over you must log them in as a night guest (see Overnight Guests);
- You cannot burn anything in the room. Burning/lighting incense/oil, candles, cigarettes, tobacco, matches, or lighters is

not allowed. Any such items found will be confiscated and a fine will be imposed;

- In the Huia community all residents are expected to respect the rights of others and to act in a supportive, responsible manner. In line with this expectation, you must not act in an insulting or threatening manner towards any staff member or resident;
- You cannot take any furniture or plant from a common area to a room.

If you are unsure, please ask!

## LEVIES & FINES

You are expected to be responsible for your own actions and you also have a collective responsibility. Levies can be imposed on individuals, pods, floors, or the Hall as a whole. These are normally on a cost recovery basis to accommodate the replacement or repair of damaged, stolen, or lost University property.

It is in the interest of all residents therefore to discourage and report any actions that might lead to cost recovery levies being imposed.

Such levies cover the replacement of stolen or lost property such as DVDs and repairs to items such as broken windows and damaged furniture. It is in the interest of all residents therefore to discourage and to report any actions that might lead to cost recovery levies being imposed.

Fines of up to \$1000 can be imposed on you by the residential management team for breaches of the Residence Rules and Regulations and Conditions of Residence. Payment is expected on receiving the notification of the fine, unless some other arrangement is made with the residential management team. You can appeal to the General Manager of Accommodation Services if you believe that you have been unfairly treated.

## NOISE CONTROL GUIDELINES

Recognising the communal nature of this residential facility and the different study and sleep patterns of individual residents, you are required to avoid making excessive or disruptive noise at any time. Repeated violations of the noise regulations could lead to your residency being terminated.

- You must exercise extra restraint between 10.00pm and 7.00am when most other residents are likely to be sleeping. This includes weekends and public holidays;
- You are also expected to take some responsibility for the noise around you, by asking others to be quiet when they are being unreasonably noisy or unintentionally disruptive;
- You must lower your noise level when asked to do so by other residents;
- If you experience problems with the volume of noise that you cannot solve, you should contact your RA or Reception. If the person on duty experiences ongoing or repeated noise problems from an individual or group, the Residential manager will be informed;
- The Residential Manager has the power to confiscate the appliance and/or impose a fine on a resident if it is deemed appropriate.

## SMOKING

Smoking is not permitted within the Residence or the grounds as we comply with the University policy of being a smoke-free environment.

- If you are found smoking indoors you will face a substantial disciplinary fine;
- Cigarette butts must be properly extinguished and disposed of in the bins/

ashtrays provided. Failure to do so will result in a fine being automatically applied;

- You may smoke only in designated areas outside the building but not on bedroom or common room balconies, sports courts or the barbeque area;
- Cigarette butts must be properly extinguished and disposed of only in the bins/ashtrays provided;
- Smoking directly outside bedroom windows is strictly prohibited;
- You will be fined if you and/or a visitor are found smoking in a room or in a non-designated area;
- Should your bedroom be found to have been contaminated/soiled by smoking, you will be charged for the commercial cleaning of all furnishings. This will include the beds, bedding, linen, curtains, carpet, and any furniture fabric.

## GUESTS

A guest is any person who is not a current resident or staff member. This includes all former residents.

You are responsible for the actions and behaviour of your guests while they are on the property. Any guest found in the Hall unaccompanied by their host will be asked to leave. For the safety of yourself and others, do not let a person into the Hall that you do not know.

In the interests of safety and security, overnight guests must be registered at the Hall Office. You must complete a declaration form, giving the guest's name, address and next of kin details. The Residential Manager reserves the right of refusal.

Overnight guests are not permitted to stay for

longer than two nights unless the Residential Manager gives a special exemption. No overnight guests will be permitted during the exam periods, including the exam study week.

The following rules are necessary so that the staff know how many people are in the building for fire and earthquake safety purposes. These rules are also designed to preserve safety and an environment where residents can live, study and sleep in peace:

- Visitors to rooms will not be provided access by Reception or RAs, and any guests must be escorted through the property and remain in the company of the host resident at all times.;
- Visitors are not permitted to enter the premises if the person they want to visit is absent;
- They may not be allowed in by another resident, unless that resident undertakes full responsibility for the visit and the guest remains in their company until departure;
- You are held fully accountable for your guest's behaviour and actions from the time the guest is signed in up to the time he/she leaves;
- Your guests are most welcome to enter the Hall provided they:
  - are sober, quiet and well-mannered;
  - behave responsibly while on the premises;
  - leave quietly when they depart;
- Guests and visitors must be:
  - met at the front door by you, their host;
  - be accompanied to the front door by you when it is time to leave;

- remain in your company while on the premises;
- visitors to rooms must leave the building before 1am.

## PARTIES

Out of consideration to other residents, parties are not permitted in any bedroom or common room (except with the express, written permission of the Residential manager who will negotiate conditions with those wishing to hold the party). If you wish to hold such a function you are advised to hold it off-site and to make sure that you return to the Hall quietly.

## OVERNIGHT/ WEEKEND ABSENCE

In order to establish your whereabouts in the event of an emergency, we ask you to notify Reception, whenever you are going to be away overnight, or longer. There is a book held at Reception to sign out and leave a contact address/phone. Please also sign back in when you return so that we know you are back safely.

You are not entitled to a refund or reduction of accommodation fees if you are absent. However, if you are excluded from the Hall by the management because of illness, you will be given the option of terminating residence (in which case liability accrues only up to the day of departure).

## OBSTRUCTION

You and/or their guests are not permitted to obstruct any residential management 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 or within earshot of the Hall premises.

## HARASSMENT

Harassment has no place within a residential

community and the residential management have a proper concern where the behaviour of residents towards other residents may constitute harassment.

Such behaviour may take the following forms (but is not limited to):

- offensive jokes;
- expressing stereotypes (assumptions about an individual's behaviour, values or culture based on a group they belong to);
- derogatory or offensive material sent through the mail or email;
- unwanted physical contact;
- intimidation, abuse, or assault.

The residential management team reserves the right to fine you if they deem it appropriate. Any serious incidents of harassment may lead to the immediate termination of residency.

What should you do if you believe that you are being harassed? Seek advice immediately from one of the residential management team if you believe that you are being harassed

Do not do nothing, or believe your concerns won't be acted upon.

The management team is available 24 hours a day via Reception and the RAs for all student emergencies.

Residents studying at The University of Auckland also have access to the following range of services:

Mediations Services Manager:  
373 7599 ext. 87478

University Health and Counselling Service:

373 7599 ext. 87681/87682

Residents from other institutions should contact their respective student services staff for advice and assistance, and/or student health & counselling services.

## 6. Safety and Security

### INSURANCE

It is imperative that you take out an appropriate insurance cover on your personal effects on your arrival in Auckland, if you have not already done so. Specially arranged student insurance through Studentsafe-University Kiwi can be obtained through the Accommodation Services Office at special rates.

Please note that the Residence and Accommodation Services expressly disclaim any liability for loss or damage to the property of a resident, or the property of any guest/s of a resident, even if it is occasioned by the negligence of any of the Hall or Accommodation Services employees or duly authorised agents.

### EMERGENCY EVACUATION

Emergency evacuation procedures are detailed on the inside of every bedroom door in each Hall. Please read this notice and be familiar with procedures. The evacuation alarm is the continuous sounding of "air raid" type sirens.

Each semester, a number of alarm tests and trial evacuations will take place. Always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures.

The evacuation alarm is the continuous sounding of sirens.

Emergency evacuation procedures are detailed as follows:

- Do not attempt to gather personal belongings;
- Turn off power for electrical equipment if you can do so without delay;
- Close windows;
- Take your pillow off your bed, leave your room, lock the door and PLACE YOUR PILLOW OUTSIDE YOUR DOOR. THIS IS VERY IMPORTANT, so that RAs know you have left your room;
- Knock on bedroom doors either side of you to ensure that occupants are aware of the fire alarm;
- Vacate the building by the nearest available exit route at either end of floor in an orderly fashion via the stairwell. Do not use the lifts;
- Assemble outside the main entrance, well clear of evacuation exits, leaving space for fire appliances;
- Advise Reception if the fire is on your floor.

Throughout the year, a number of alarm tests and trial evacuations will take place. Always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures.

Residents found to be ignoring emergency alarms, or using routes not designated as emergency exits, will incur a disciplinary fine.

There are designated fire and evacuation wardens responsible for certain areas. In the event of an emergency, their instructions are to be followed immediately and without question.

If you are disabled (even on a temporary basis)

please make sure that Reception has your name and details on the Emergency Evacuation Register so that the Fire Department has this information if an evacuation is necessary.

### SECURITY

Living in central Auckland imposes certain security requirements that you may not have previously experienced. Every effort has been made to make your environment safe and secure. Your cooperation is required in order to keep the building as safe as possible.

24 hour video surveillance is maintained on the entrance-ways and reception area. After 5pm all entrance doors are electronically locked and entry can only be gained by using your electronic tag.

Entrance doors are electronically controlled at all times. You are required to cooperate in all matters relating to security, in your own and everyone else's interests. Please also take simple safety precautions and follow some common sense rules which include:

- Locking your door: You should lock your doors whenever you are out of your rooms and at night even if you are only leaving your room for a few minutes;
- External entry doors are on automatic closers and are electronically monitored. Holding or propping doors open will activate an alarm. All alarms are remote monitored and may incur a substantial penalty if a resident is found to be responsible for activating an alarm. DO NOT PROP/HOLD DOORS OPEN;
- Do not let strangers or anyone you do not know into the building. If they wish to see a fellow student, that student resident is to let the visitor into the building;

- Being careful after dark; you should never walk alone and avoid dangerous short cuts;
- Staying in control by not becoming intoxicated;
- Reporting any suspicious behaviour to a member of the residential management team;
- Complying with the Hall's Rules and Regulations and Rules that have been developed to help you remain safe.

### FIRE ALARMS

If you cause the fire alarms to be activated (either accidentally or maliciously) then you will bear the charge from the Fire Department for a false callout. If the person responsible cannot be identified, the charge will be borne by all residents as part of the communal charge. At the time of writing, this charge was \$1,125 +GST per callout. Please note that burning toast can (and has) set off the smoke alarms and will be considered an accidental callout.

### LOST PROPERTY

Finders are not keepers! Any unattended belongings found should be brought to Reception to be held in lost property until returned to the owner.

Report any lost belongings to Reception with a description of the item, when and where it was last seen. Residents will be required to sign a declaration when claiming lost belongings from lost property.

# 7. Common Residential Areas and Facilities

## BICYCLE STORAGE

A free, secure bicycle storage area is available in both Halls. At O'Rorke Hall this is located in the car park and at International House under Laura Ferguson Hall in the car park. At O'Rorke Hall you are issued a key on arrival. Bicycles must not be stored in your room or any area other than the bicycle storage room.

Please note that if you wish to leave your bicycle over the summer vacation, you must arrange this with the Residential Manager. If you leave your bicycles over the summer vacation, without authorisation, it will be deemed abandoned property and we will dispose of it accordingly.

The University of Auckland assumes no responsibility for your bicycle while it is parked within our properties. We strongly recommend that you insure your cycle and keep it securely locked (with a D lock as chains and padlocks aren't sufficient) at all times.

## CATERING SERVICE

The catering service is provided by Spotless Services who are contracted to The University of Auckland.

Meals will be served at the following times:

Breakfast	7.15am _ 9.00am	Breakfast	\$5
Lunch	12.00pm _ 1.30pm	Lunch	\$7
Dinner	5.30pm _ 7.00pm	Dinner	\$10

The Hall aims to provide you with a balanced diet and serves a meat and non-meat alternative each lunch and dinner meal session. If you have particular dietary requirements you are advised that you may need to make your own arrangements to supplement your diet, if your

needs are not met in the usual daily meal cycle. If you have a particular dietary concern, you may also contact the Residential Manager.

You can request a late dinner if your commitments are such that you cannot make it back to the Hall for the normal mealtime. Social engagements will not be considered grounds for a late meal. Late dinner tickets can be obtained from the office during normal business hours.

At O'Rorke Hall you have the option each day to make your own packed lunches at breakfast time in the Dining Hall. The Dining Hall is open from 7.15 am for the making of packed lunches. At International House packed lunches can be pre-ordered the day before.

Constructive feedback regarding the food should be made to a member of the residential management team and not to the serving staff. You are expected to treat the catering staff in a courteous manner at all times.

Meal tickets for guests are available from Reception prior to the meal hour during regular office hours. All guests must have a meal ticket. The costs of meal tickets inclusive of GST for family members or friends are:

Please note that all residential arrangements are for full board, i.e. 21 meals per week. There is no refund or reduced rate for meals not taken.

## CAR PARKING/VEHICLE PARKING

Should you wish to bring a car, you should realise that you will face the parking problems common to all inner city residents.

### O'Rorke Hall

Underground, secured parking for motorcars and motorbikes are available to residents at a cost of \$30 and \$10 respectively per week. Limited space is available and therefore parking will be offered on a need basis as ascertained by the Residential Manager. Entry into the car park is controlled by swipe tag and is for authorised users only.

Your vehicle must be parked in the space allocated to you. All vehicles must display a parking permit as issued by the Residential Manager. Vehicles that fail to display a current parking permit and/or vehicles that are parked in areas other than an allocated space may be towed away and will only be released after the payment of all costs.

O'Rorke Hall and The University of Auckland assume no responsibility for your vehicle while parked at O'Rorke Hall. We strongly recommend that you insure your vehicle and keep it locked at all times.

### International House

Car parking is not available at International House. There is public Pay and Display parking located outside the Hall grounds on a "first come, first served" basis, competing with the public. All parking facilities at International House are reserved for the sole purpose of access to the building by trades people, visitors, and University staff and emergency services.

Residents should not store or park vehicles in the grounds of International House. Any unauthorised vehicle and/or any vehicle causing obstruction

shall be towed at the owner's expense, with no further notice given

## COMPUTERS

Full computer facilities, for the use of Hall residents only, are available in both Halls of Residence in the computer rooms. Internet/email access is available through the use of the University of Auckland administered NetAccount system.

Laser printing and photocopying facilities are provided. You are required to supply your own paper for the printer.

## COMMON ROOMS

Common rooms are provided in both Halls for your use.

At O'Rorke Hall each floor has a common room apart from Floor 1 residents who share the Floor 2 common room. All common rooms have a television set for your use.

Kitchenettes are located adjacent to each common room. These have a conventional oven, a microwave oven, a refrigerator and an electric kettle suitable for making light snacks, tea and coffee.

You may not use rice cookers, sandwich makers, or any cooking appliance in any bedroom and such use will incur a disciplinary fine and the items will be confiscated.

Residents on each floor often supply other items such as a toaster, toasted sandwich machine, pots and pans. Please clean up the kitchens after you and make sure that you do your dishes. The floor residents on a floor are responsible for the cleanliness of their kitchenette and if it is not kept in a satisfactory state, the provision of the facility may be restricted by the Residential Manager or RA.

International House has three common areas situated throughout the buildings. Two can be found in Grey Hall and the other is located in Laura Ferguson Hall. All rooms are equipped with a television, microwave oven, refrigerator and water heaters for making tea and coffee. You are expected to supply your own implements if you wish to use these facilities. Cooking of full meals is not permitted in these areas.

Please be mindful that some residents live near these areas and we ask that the volume of the television and the general noise in the common room is kept to a minimum. You are responsible for keeping your common rooms in a reasonable state of tidiness and to treat the furniture with respect.

## FURNITURE

Furniture supplied to common areas such as dining areas and lounges is for the benefit of all residents and is therefore not to be removed. If you are found to have communal furniture items in your bedroom you will be fined - inspections for misplaced items will be conducted without any further notice being given. No cooking appliances are permitted to be used in your bedroom. Any other cooking appliances found to be in use in your bedroom will be confiscated and a fine imposed by the Residential Manager.

## GROUNDS

We appreciate your assistance in maintaining the surroundings in the best possible condition.

## LAUNDRY FACILITIES

All laundering, including bed linen, is your own responsibility. There are washing machines, dryers, ironing boards and irons provided for this purpose. It is recommended that you mark all your clothing and personal possessions clearly.

Please note: the bed linen (sheets and pillowcase)

supplied is yours to keep. Any linen left in the Halls at the end of the year will be disposed of.

At International House, laundries are located on the bottom level of Laura Ferguson Hall and level 2 of Grey Hall, with a drying room on the bottom level of Hobson Hall. At O'Rorke Hall, a centralised laundry with 10 washing machines and 10 dryers is located on Floor 1.

The cost for using these facilities is \$2 (2 x \$1 coins) per wash and \$2 (2 X \$1 coins) per dry (a 40 minute cycle).

Do not leave washing in laundries unless in a bucket.

It is a good idea to buy a laundry basket to carry your washing to and from the laundry areas.

Out of consideration to other users, please do not leave your clothing in the machines after the cycle is finished.

## LIBRARY

Each Hall has a library that contains general reference and fiction books for your use. At O'Rorke Hall, the Kirkness Library is located on Floor 11. At International House, the Cocker Memorial Library can be found on the ground floor of the administration building.

The stock of library books is supplemented by donations received from residents and commissions from the vending machines. Lost/stolen stock will be replaced, at a cost to all residents, via the application of a general levy charge.

We are relying upon your maturity and responsibility to assist in the upkeep of the books in the library. Access to the library is provided 24 hours a day by using your swipe card.

When you borrow a book you must fill in the appropriate details in the notebook provided.

You must remove study material and rubbish at the end of each day.

Please note that this facility is strictly available to Hall residents only.

## MUSIC ROOM

Each Hall has a music practice room located on the lower level of the administration building (IH) and in the Wakefield Room on Floor 2 (O'R). Each of these has a grand piano for the use of all residents. Regular users are advised to book the room on a set weekly basis on the timetable displayed outside each room. Less frequent users can use the facility according to its availability.

## PHOTOCOPYING

Copying facilities are available. Please check with Reception.

## RECREATIONAL FACILITIES

There are very good recreational facilities available at the Halls. Most of these are run in conjunction with the Residents' Associations.

### Tennis/Volleyball/Basketball

Each Hall has an all-weather playing surface that is floodlit. The O'Rorke Hall area is not suitable for tennis. The hours of operation for each facility are 9.00 am - 9.00 pm.

### Games Room

The Games Room in each property provides the opportunity to play pool, darts, and table tennis. At O'Rorke Hall, the Games Room is the Spencer Room located on Floor 1 whilst at International House, it is found in the lower level of the administration building.

### Squash Court (IH only)

This facility is open between 8.00 am and 10.00 pm and is located at the lower level of Cobham Hall.

### Sky Television

Each Hall has Sky television available for your viewing, located in the Games Room at International House and in the Wakefield Room at O'Rorke Hall. Television sets are provided on each of the floors in the common rooms.

You may also keep your own television set in your room. However respect for other residents with regard to volume and viewing hours must be exercised.

Sky TV is available in the main Common Room on the Ground Floor. Sky Sports takes preference in this lounge. This lounge is also equipped with a DVD and video player. All the other floors have Sky movies as well as the free to air channels. There are also DVD players in the floor Common Rooms. These must not be moved. Please be considerate of others in your use of these facilities.

## RESTRICTED ACCESS AREAS

The Reception area and all office spaces are private property and you have no access to them unless specifically invited. The Residential Manager's apartment and any accommodation allocated to members of the residential management team are private property and you may not have access to them unless invited.

At O'Rorke Hall, Floors 11 and 12 are provided for the exclusive use of post-graduate and senior residents who reside there and their guests, with the exception of the Kirkness Library, which all residents are encouraged to use.

# 8. Contacts

## STORAGE

Limited storage is available at both Halls. At O'Rorke Hall, storerooms are found on most floors in the Hall. At International House, storage is available in Room 184 on the bottom level of Grey Hall. For the use of these facilities you must complete a storage form.

Items left unclaimed in storerooms at the conclusion of the academic year or left in laundries or bathrooms during vacations will be deemed abandoned property and disposed of accordingly.

Belongings stored within the Hall remain the resident's responsibility at all times. Management will take all care, but shall accept no responsibility.

## TELEPHONES

Free local calls can be made from the telephones provided on each floor. These telephones are toll barred and it is not possible to make operator-assisted calls. It is strictly forbidden to make or accept any collect or transfer charge calls on our telephone system.

You are requested to limit the length of your telephone calls, particularly in the evenings. This is because each telephone services the needs of a number of residents and difficulty is experienced when people try to make contact with residents, in particular during the evening.

### Accommodation Services:

Reception	373-7599 ext. 87691
Facsimile	373-7552
Email	accom@auckland.ac.nz

### International House Administration:

Residential Manager's Office	367-7108
Facsimile	303-5961

### O'Rorke Hall Administration:

Residential Manager's Office	373-7953
Facsimile	373-7552

### International House Hall Numbers:

<b>Cobham</b>	
1-16	309-6462
17-28	309-6464
29-45	309-6460

### Grey

46-51	309-6462
52-75	309-6468
78-101	309-6466

### Hobson

104-126	379-5168
160-165	379-5168

### Laura Ferguson

127-147	379-5170
148-159	309-6478

### O'Rorke Hall Floors:

12 North	303-1256
12 South	377-8292
1120's pod	302-1702
1130's pod	373 7599 x84893
1140's pod	373 7599 x84894
10th	302-1701
9th	302-1700
8th	302-1699
7th	302-1703
6th	302-0357
5th	302-0358
4th	302-0359
3rd	302-0360
2nd	302-0361
1st	302-036

### Other Important Numbers:

<b>University of Auckland Exchange 373-7599</b>	
Health and Counselling	ext. 87681/87682*
Recreation Centre	ext. 87888
Student Financial Services	ext. 87494
International Student Advisor	ext. 88961
Chaplains	ext. 87731/87732
Student Learning Centre	ext. 87896
Careers & Employment	ext. 88727
website:	www.auckland.ac.nz/careers
Student Information Centre	ext. 88199/88378
Call Centre	ext. 82066
Student Job Search	309-7800
University of Auckland	
website:	www.auckland.ac.nz

\* The University Health Service is available to all residents from 8.00 am - 7.00 pm, Monday to Friday. Outside these hours residents are advised to contact one of the following:

- White Cross Ascot Accident & Medical Clinic, 90 Greenlane Road East  
Ph 520-9555. **Open 7 days, 24 hours.**
- White Cross Ponsonby Accident & Medical, 202 Ponsonby Road  
Ph 376-5555. **Open 7 days, 7.30am - 10pm.**

**Notes**

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