

**UniLodge**  
**Stafford House**  
**Student**  
**Hall**  
**Handbook**

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## Welcome

UniLodge Stafford House provides an independent, safe and friendly living environment with a focus on academic success and personal growth. We offer a selection of social, cultural and leisure opportunities that foster community spirit and respond to residents' needs.

*What does UniLodge Stafford House have for you?*

We have great facilities, a great location, people and student life!

Living at UniLodge Stafford House is an opportunity to meet people from many different cultures, ages and levels of study. Sharing apartments allows you to form close friendships and to learn the skills to successfully transition to flatting. You have your independence but if you want encouragement or support, we have a huge resource of people in the building willing to share their experience.



## History

Stafford became part of the Victoria University of Wellington (V.U.W.) Student Accommodation programme for the first time in 2003.

The Stafford building was designed and constructed in 1981 for offices and was used for that purpose by the Ministry of Foreign Affairs and Trade (M.F.A.T.) until 2002. Late 2002 it was converted into an accommodation facility specifically to cater for Victoria University of Wellington students. UniLodge Australia Pty Ltd purchased the management rights in December 2009.

UniLodge Stafford House provides 104 apartments, consisting of 91 three-bedroom and 13 two-bedroom units. Each apartment has separate bedrooms, a kitchen and living area and a bathroom.

Situated at the North end of The Terrace, UniLodge Stafford House, besides offering proximity to Victoria University campuses, also provides easy access to Parliament, the main railway station, Westpac Stadium and Wellington's primary retail strip along Lambton Quay.

Motorway egress to UniLodge Stafford House is from The Terrace exit, turning left onto The Terrace itself, and access to the motorway is via Bowen and Molesworth Streets. Airport bus access is via Lambton Quay and either the Woodward Street pedestrian street or the Mason Lane stairs.

## 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.

### Head of Hall

Stewart Belcher

Stewart is the Head of Hall for Stafford House. His official UniLodge title is Property and Operations Manager.

Stewart has overall responsibility for the building, its residents and the R.A. team. He oversees the all of the finances, including maintenance contracts and contractors, as well as fees and charges to the residents. Stewart is responsible for the fitness and safety of the building, as well as ensuring compliance with emergency procedures. Stewart is empowered to discipline residents and is involved in counselling regards with regard to behaviours. He is available for both residents and the R.A. team if they wish to make a complaint or discuss a particular problem. Stewart reports to UniLodge Australia, the Body Corporate and to the Associate Director of Accommodation Services at Victoria University of Wellington.

### Residential Life Manager

Caron Stenton

Caron is responsible for academic support, organisation and pastoral care at Stafford House. Her official UniLodge title is Customer Services Manager.

Caron organises the residents and Residential Assistant team. She is responsible for the administration in accommodating incoming students and organising those departing.

### Student Support Coordinator

Matt Houston

Matt employed by Victoria University of Wellington to provide academic support and pastoral care to our residents. Matt is available every Friday morning here at Stafford. Students may contact him directly via email or visit Matt in the DVD Room. He also acts on any referrals from our management team.

### Residential Advisors

Caitlin Rowe, Charmaine (Char) Tukiri, Izac Woodall, Julia Vencatachellum, Lauren Woon, Nicole Riley, Tariga Hunt and Terence (Tik) Hikawai are the Stafford team for 2017.

Residential Assistants (R.A.) are students living and working in Stafford House supporting the Hall Manager and Customer Service Manager in the day-to-day care of the residents. Residential Assistants are responsible for supporting the pastoral care of students, for organising hall events and maintaining acceptable standards of behaviour in the UniLodge Stafford House environment.

### Administrator

Natalie Abbott

Natalie works as the part-time administrator in the office.

### Security Guard

Jeff Fagerlund

Jeff is the security guard for Stafford.

Jeff and the Duty R.A. for the night share noise abatement and guest departure follow-up. He is identifiable by wearing a uniform and as with all staff has the authority to confiscate alcohol and to require a resident or guest to leave the Hall premises immediately.

## Fees

### Deposit

When you return the Hall Residence Agreement, you are required to make a one-off Deposit payment of NZD \$640 as set out in the Agreement.

The \$640 comprises a non-refundable Administration Fee of \$120, a non-refundable Activity Fee of \$100 and refundable Bond of \$420.

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

The Activities Fee is a contribution towards activities organised by the Hall 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.

The \$420 bond may not be refunded at UniLodge Stafford House's discretion if the Resident breaks their contract without the agreement of the Hall manager or is evicted.

*If you decide to cancel after the deposit is paid:*

If you have informed the Hall in writing by 5.00pm N.Z. time [Sunday 12 February 2017](#) the deposit less the administration fee of \$120 will be refunded (\$520).

Withdrawals after 5.00pm N.Z. time [Sunday 12 February 2017](#) lose the full \$640 deposit.

### Accommodation Fee

The accommodation fee is NZD \$220 per week and includes central heating during winter, a 20GB weekly Broadband internet allowance and access to a UniLodge Stafford House emergency kit.

Accommodation fees cannot be paid on a weekly basis.

#### *International students*

Accommodation is payable per trimester and in advance as per the Hall Residence Agreement.

Instalment 1 (Trimester 1)	Accommodation fee due <a href="#">Sunday 26 February 2017</a>	\$ 4180.00
Instalment 2 (Trimester 2)	Accommodation fee due <a href="#">Sunday 9 July 2017</a>	\$ 4180.00
		<b>\$ 8360.00</b>

#### *New Zealand-resident students*

Accommodation is payable in advance and in four instalments amounts as per the Hall Residence Agreement.

Instalment 1 (10-weeks)	Accommodation fee due <a href="#">Sunday 26 February 2017</a>	\$ 2200.00
Instalment 2 (10-weeks)	Accommodation fee due <a href="#">Sunday 7 May 2017</a>	\$ 2200.00
Instalment 3 (10-weeks)	Accommodation fee due <a href="#">Sunday 16 July 2017</a>	\$ 2200.00
Instalment 4 (8-weeks)	Accommodation fee due <a href="#">Sunday 24 September 2017</a>	\$ 1760.00
		<b>\$8360.00</b>

### Internet Connection Fee

Initial connection to the UniLodge Stafford House broadband network \$ 30.00

This fee is for activating the resident's internet and is paid once per annum.

## Extras

Extras are an individualised monthly account to each resident at the Hall. \$ Variable

This account includes charges such as the initial internet connection fee, extra internet downloaded by the resident, linen or chattel hire, printing or photocopying, as well as the resident's share of the apartment monthly electricity. The account is invoiced and printed on the last day of each calendar month and is put into the resident's apartment letter-box

Payment must be made by 5:00 pm on the [10th of the month following invoicing](#).

## Payment method

All payments accepted by New Zealand debit card, internet banking or international bank transfer and by both New Zealand and international credit card.

Credit card and debit card payments made at the Hall office or via telephone.

**We do not accept bank notes, coins or cheques.**

[Internet banking or international bank transfer please direct to:](#)

Bank of New Zealand, Queen Street, Auckland 1010, New Zealand

Account number: 02-0108-0144516-00

Account name: UniLodge New Zealand Limited

SWIFT code: BK NZ NZ 22

## 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 NZD \$50. 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. A 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.

## 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.

## Behaviour and conduct

### Restorative communities

UniLodge Stafford House 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 may invite you to participate in dialogue circles to strengthen relationships and improve communication on your floor. Your RA or Hall manager 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 floor
- respond to conflict or problematic behaviour on the floor
- process a difficult community event or shared experience
- decide on group activities.

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

Restorative ways of addressing conflict and rule-breaking

When conflict 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 Victoria University of Wellington 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 the Hall, you also have neighbours in nearby buildings. Being a good neighbour is a high priority for both UniLodge Stafford House and the University and something we take very seriously.

Treat these neighbours respectfully: please be quiet when passing by as understandably they get tired of noise issues caused by a *small* number of students.

The Hall and the University may take disciplinary action against you under the Victoria University of Wellington Student Conduct Statute as a result of receiving complaints from neighbours.

## Harassment

UniLodge Stafford House and 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:

1. 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
2. is hurtful or offensive to that other person (whether or not that is conveyed to the person complained about)
3. is either repeated, or of such a significant nature that it has a detrimental effect on that other person.

Causing disharmony includes:

1. publishing or distributing written, visual or electronic material that is threatening, abusive or insulting, including on social media
2. using words that are threatening, abusive or insulting
3. 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

Hall management decides bedroom and apartment allocation prior to your arrival.

Disability and health issues are priority.

The preference form part of the residency contract used to place you where possible with your choices or with compatible people. Arriving early does not give you the choice of a different room or apartment.

The offer of a place at the Hall is for a room and is not specific to a particular room or apartment.

### 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 six weeks** after arrival as everyone settles in.
- (b) We encourage you to discuss the situation with your R.A. 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 six weeks, and after discussing the situation with your R.A., 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 NZD \$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 or to a different University Hall of Residence.

## Furniture and chattels

### Supplied items

UniLodge Stafford House is apartment-style living. Although there is variation in the layout of the apartments within the Hall, each resident has his or her own bedroom but shares the kitchen and bathroom facilities with one or two other people. Four of the two-bedroom apartments are designed for disabled students.

Each apartment has a kitchen with a two-element cook-top, fridge/ freezer, microwave, dishwasher and washing machine. Limited quantities of crockery, cutlery and pots and pans are supplied.

The bed is a standard single (915 x 1880mm).

Please check with staff before bringing any furniture of your own. At the end of your stay, you are responsible for removing any furniture of your own. If you do not remove this furniture, 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

### *International students*

International students may hire a bed and bath linen pack from UniLodge Stafford House for the duration of their stay. Linen pack hire is NZ \$35. charged to the resident's Extras account.

### *NZ Resident students*

You are required to bring your own bed linen (pillow/s, sheets, duvet inner and cover/s, extra blanket/s. You should also consider bringing:

- Bath towels and bath mat
- Blu-tack
- Clothing drying rack
- Coat hangers
- Emergency kit (e.g., torch, batteries, water, foil blanket, canned food)
- First Aid kit
- Headphones
- Laundry basket
- Torch

## Insurance

### *International Students*

Please check the cover within the Victoria University of Wellington 'Student Safe' policy

### *NZ Resident Students*

You 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 of or damage (of any kind) to your property. We take no responsibility for damage or loss of personal belongings.

## Prohibited items

The following items are not permitted and may be confiscated:

- Electric bar heaters
- Candles
- Faulty or non-NZ compliant electrical appliances
- Incense
- Oil burner
- Firearms and weapons (including replicas)

Pets or animals are also prohibited.

## Keys, access cards and security

You will be issued a room key and access fob on arrival. You are not permitted to make copies of these.

Your access card will allow 24-hour access to the Hall. If you lose your access fob or room key, you will be required to pay for a replacement.

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

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

Charges apply as follows:

- NZD \$25 for a replacement access fob
- NZD \$25 for a replacement room key
- A NZD \$25 charge may apply if a staff member is required to unlock your door or grant access to the Hall during quiet hours.

## Use of rooms

### Cooking

Cooking is only permitted in the apartment kitchen.

Cooking equipment such as hot plates, rice cookers, electric woks, toasters, kettles or jugs, Panini or toasted sandwich machines and electric frying pans are **not permitted** in bedrooms.

**Always use the extractor fan when cooking**, whether using the cooking elements, making toast or using a rice cooker etc.

### Electricity and energy use

Electricity supplied to each apartment as part of the overall supply to Stafford House.

**Electricity usage measured by an individual meter for each apartment. Management read each meter at the end of each month and the cost charged equally amongst the residents sharing the apartment.**

Using extra appliances, especially electric heaters, requires that the student using the appliance must consider the financial impact for all apartment residents. In addition, we encourage you to be mindful of your power consumption and do your bit to conserve energy. Please turn off any lights in your bedroom and apartment when you go out.

### Posters and decorations in rooms

You should only use pins in the noticeboard 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, Stick-on-Hooks, screw-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

All bedrooms wired for connection to the UniLodge Stafford House Broadband network.

Stafford is a converted office building and in some areas concrete and steel structures inhibit wireless. We recommend that residents bring or buy an Ethernet cable, particularly if intending to use Skype.

Free reasonable usage of 20GB per week (midnight Sunday to midnight Sunday) is available to all residents.

An Initial Connection Fee of \$30.00 charged to your 'Extras' account.

A User Agreement included in the Hall Residence Agreement and sign-up completed on arrival.

- a) Once the 20GB weekly limit reached email notification sent and the resident may choose to top up online at additional expense with the minimum top-up being 1GB at \$5.00.
- b) Any extra internet fees including 'top-ups' will be charged to the Extras account and the resident is required to pay this account by the 10th of the month.
- c) Any remaining internet fees at the time of departure may mean the bond may be used to clear the account if the resident fails to do so at departure;
- d) UniLodge Stafford House management reserves the right to terminate the resident's Internet connection if it becomes apparent the connection is being shared with others including other residents;
- e) The resident accepts total responsibility for all of his or her actions and behaviour using the intranet and internet service provided by UniLodge Stafford House;
- f) In particular, agrees not to use the Intranet or Internet service to download or trade in anything that is deemed illegal by the New Zealand government.
- g) In addition, agrees not use the UniLodge Stafford House Internet service to download movies, television, music or games illegally and understands copyright infringement is not an acceptable use of the service.

As per the Hall Residence Agreement no other provider is permitted.

## Study and semester breaks

There is no need to vacate the Hall or remove your belongings during study and semester 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 Hall, 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 keeping all common areas as tidy as possible. In the apartments, residents are responsible for cleaning their own bedrooms, bathrooms, kitchen and living areas and for providing their own cleaning products and toilet paper.

Cleaners are contracted to clean the common areas of all buildings.

Please let the Duty R.A. or office know if supplies such as toilet paper, paper towels and soap in the ground floor bathroom run out.

It is your responsibility to keep your room and apartment in a clean and tidy condition, including emptying your own rubbish and recycling into the appropriate areas. Rubbish from your room and apartment may not be emptied into the common room bins.

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, apartment, 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 Hall that needs repairing, please log a maintenance request with the Duty R.A. or office.

## 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:

- the office
- the Hall Manager's and Residential Life Manager's apartments
- Residential Assistant's (R.A.s') bedrooms
- the basement storage
- any plant or service areas
- roof, ledges and balconies.

## 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, access cards and chattels provided to you.

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

1. Payment in full of any outstanding accommodation fees;
2. Payment in full of your final 'Extras' account;
3. Apartment inspection completed and passed;
4. Return of any Stafford linen and Ethernet cable;
5. Return of the room key and access fob.

## 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.

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 sign in your guest on arrival, be with your guest 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 building 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 be liable for all costs of repair, cleaning or replacement.

As a resident, you must not let your guest use your key or access fob. A guest is welcome to stay for a night or two if a guest pass is signed by a staff member at least 24 hours in advance of the guest's arrival. 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 periods, study periods 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:

Noise must not be heard outside your room, either in the public areas or in any neighbouring room. This includes bass from stereos, which may travel through floors and ceilings.

If you want to listen to loud music, you must wear headphones.

Loud conversation in the corridors is particularly disruptive to residents trying to sleep or study.

Be mindful and respectful of all neighbours including those in the wider community.

### Quiet hours

It is critical that you observe quiet hours.

Quiet hours are from 10:00pm until 8:00am Sunday to Thursday, 10:30pm to 8:00 am Friday and Saturday.

During quiet hours, no noise should be heard at all from your room or apartment or common areas. This policy is strictly enforced.

No excessive noise should be heard at any time from your room or apartment.

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.

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, contact the RA on duty.

## Alcohol, smoking and drugs

### Alcohol

The Hall and the University encourages and promotes a sensible and responsible attitude towards alcohol. The consumption of alcohol is one of the main factors contributing 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:

Persons under 18 will not be allowed to consume or be in possession of alcohol on the premises.

If you are 18 or over, reasonable consumption of alcohol in your room with a friend or two is allowed, provided that noise and/or damage is not a problem and no alcohol ban is in place.

If excessive noise can be heard at any time from outside your room, and alcohol is involved, then your gathering could be closed down.

Actions of residents' guests are the residents' responsibility. Hall staff will require guests to leave if their behaviour is unacceptable or they are intoxicated.

No alcohol can be consumed in public areas including common rooms, hallways, music room, study room, gym, foyer, any outdoor areas on Hall premises, and any other common space. Open drinks in these areas will be confiscated and disposed of.

Total alcohol bans may be put in place during orientation, study and exam periods, and at any other time. The Head of Hall may put in place an alcohol limit or ban at any time.

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.

Drinking games are not permitted on Hall premises.

Material that promotes alcohol or alcohol-related events may not be displayed or distributed, and will be removed.

### Smoking and vaping

Smoking anywhere within the Hall is a health and fire risk. If you are found smoking in the Hall, smoking materials will be confiscated and disciplinary measures will follow.

The designated smoking area is outside the Common Room at the back of the building. Smoking is not permitted in front of the building.

Please ensure you use the smoking bins provided to dispose of any cigarette butts.

### 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. If there are signs of drugs having been used in your room, you will face disciplinary action. Do not allow anybody to use drugs in your room.

Please inform an RA or office staffs 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 Stafford residents. As a resident, 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.

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 or country, 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 Residential Assistants or 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

As specified in the contract, all residents are required to either email a recent digital photograph or agree to have a digital photo taken at the earliest opportunity once in Stafford.

These photos kept in the office for security purposes and to assist in identifying residents.

### 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.

UniLodge Stafford House 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.

### Personal permission

All residents consent to UniLodge using or retaining any images in UniLodge marketing materials;

### 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 the Duty R.A. or office staff so that the appropriate care can be arranged.

All acute illnesses must be reported to the Duty R.A. immediately.

### Fire safety

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

Your apartment is a 'fire cell', which means that if there is a fire in your apartment, the closed door will prevent the fire from spreading rapidly. This is an important safety mechanism in a building where several hundred people live.

Visitors must sign the guest register in the foyer.

You are not permitted to burn anything in your room or apartment - incense, candles, cigarettes, tobacco, matches, or lighters. These items will be confiscated if found in use.

You are not permitted to hang anything from sprinkler pipes or fittings, and must keep the area around sprinklers and smoke detectors clear.

Cooking is only permitted in the apartment kitchen. Cooking equipment such as hot plates, rice cookers, electric woks, toasters, kettles or jugs, Panini or toasted sandwich machines and electric frying pans are not permitted in bedrooms.

Residents will be required to pay the cost of the Fire Service attending together with any administration charge imposed by the Fire Service 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 blankets, sprinklers, heat detectors, 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 alarm sounds continuously, you and everyone else in your room and apartment must:

1. Leave your room immediately.
2. Place your fire tag on the outside of your apartment door.
3. Leave the building immediately using the nearest exit or fire escape.

Do not use the elevators.

4. Proceed to the designated assembly area and stay at that place.
5. Stay out of the building until told you may return by either the Fire Service or the UniLodge Stafford House Managers.

## Fire wardens

Fire wardens in each building are appointed at the beginning of the year. There will be at least one fire warden representative for each floor who will be instructed on fire safety and evacuation procedures.

## Earthquakes

Wellington experiences earthquakes and UniLodge Stafford House has provided for this in its emergency response planning. Basic emergency supplies kept at the Hall.

In event of an earthquake, 'drop, cover and hold'

## 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.

### Firearms and weapons

Firearms and weapons of any sort (including replicas) are not permitted on Hall premises and 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:

- Throw anything out of, or hang anything from, any window.
- Tamper with, or remove latches from, any window.
- Climb on, or over, any external railing, fence or wall.
- Climb out of any window.
- 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 UniLodge Stafford House, 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 the Hall/we/our/us, we mean *UniLodge Stafford House* or *Victoria University of Wellington*

When we refer to you/your, we mean the *Resident*.

## Notices

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

Email: [staffordhouse@unilodge.com.au](mailto:staffordhouse@unilodge.com.au)

Address: P.O. Box 8050, Kelburn Wellington 6143, New Zealand

## Disclaimer

To the maximum extent permitted by law, UniLodge Stafford House 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.

## Living at Stafford

### Help and Support

If you want to report noise, disturbance or require urgent maintenance immediately contact the Duty R.A.

The Duty R.A. for the day has his or her name, contact details and photograph displayed on the Stafford office door. He or she contacted by calling or texting the Duty Phone.

#### **The Duty R.A. phone number is 0274 694 620**

After-hours non-urgent messages left on the office answering machine. The phone number is +64 4 463 2200

If you wish to talk to either the Hall Manager or Residential Life Manager about a particular issue, please contact them during office hours to arrange a time.

**Contact any of the UniLodge Stafford House management team ANY TIME in case of emergency, if you have a serious personal problem, or you have a flat mate with a serious problem.**

**We are here to support you.**

### Apartment chattels

Each apartment has a two-element cook-top, fridge/ freezer, microwave, dishwasher and washing machine.

The bed is a standard single (915 x 1880mm).

Items listed are for a three-bedroom apartment:

Item	Quantity		
Dining table	1	Teaspoons	6
Dining chairs	3	Saucepan set – 3 pots	1
Two-seater sofa	1	Wok Frying pan	1
Single bed	3	Large Serving spoon	1
Mattress protector	3	Large flat Fish slice	1
Drawers unit	3	Water jug	1
Desk with shelf	3	Plastic Container	1
Desk chair	3	Chopping board	1
Desk lamp	3	Glass Casserole dish w/ lid	1
Notice board	3	Large cook's knife	1
Waste paper bin	3	Paring knife	1
Clothes Rack	3	Two-slice toaster	1
Dinner plates	4	Electric Jug	1
Bowls	4	Electric Iron	1
Mugs	4	Ironing board	1
Juice glasses	4	Rubbish bin	1
Table knives	6	Toilet brush set	1
Table forks	6	Dust pan and brush	1
Dessert spoons	6		

## Apartment folder

The apartment contains a red plastic folder. The folder includes directions on how to use the washing machine and dishwasher in your apartment, how to clean and what to use to clean, as well as general useful information.

## Arrival

Please advise your arrival date and time **at least two weeks beforehand**.

Email to [staffordhouse@unilodge.com.au](mailto:staffordhouse@unilodge.com.au)

### *International Students*

The Orientation Programme prepared for international students means that you will arrive earlier than the residency contract start-date. We can accommodate you.

However, please be aware that you must –

1. Pay for your extra nights' stay and,
2. Advise your arrival date and time as soon as you have made your travel arrangements.

Failure to do so may result in you not being able to move into UniLodge Stafford House prior to the residency contract start-date.

Please ensure that you also notify Victoria International as they will arrange a person to meet you at Wellington Airport and transport you to Stafford. Go to <http://www.victoria.ac.nz/international/arrivals>

### *First year students*

For our purposes, a first-year student is a person coming direct from secondary-school education to begin his or her tertiary study.

Unless otherwise arranged, first-year students are required to move into the building between 1.00pm and 5.00pm on the Residence Agreement contract start date.

All first-year students are required to be here on this day in order to attend the Welcome and Orientation Week events and information within both Stafford House and Victoria University of Wellington.

## Bicycles

Bikes may only be stored in the specific bike storage area in the basement. Admission to the storage area by controlled access fob.

Do not store or lean your bike in the apartments, stairwells, and common areas or outside the front of the building on The Terrace.

Bike storage requires the resident register at the office or with the Duty R.A.

## Bond Return

Bond inspections are completed by the Hall and Residential Life Managers following the final contract finish date of Sunday 9 July or 19 November 2017.

Departure inspections conducted by the R.A. team are not bond inspections.

Departure inspection and bond inspection records are used to determine bond and amount refund.

Bond monies are held in trust and cannot be used for payment of outstanding accommodation or Extras account fees.

The refundable portion of the deposit returned *within the 6 weeks following the final contract date* of Sunday 9 July or 19 November 2017 less any outstanding debt and/or charges for either individual or communal cleaning, or damage costs incurred.

Refundable bond refunds are deposited direct to either a nominated New Zealand bank account or to a specified International or New Zealand credit card.

Study Abroad programme students have bond refunds return to their Exchange Provider.

## Budgeting

If budgeting sends you to sleep, try a smart phone application!

The 'My Budget' app is a great tool as it breaks down your expenses individually, is colour coded and easy to use.

A few tips:

Have a budget!

Work out a weekly and monthly budget for rent, electricity, food, personal items, mobile phone, transport and social activities.

Set yourself small and realistic goals to keep you motivated, even if it is putting away as little as \$5.00 each week.

Start savvy! Check out all student-banking options before you choose your bank.

New Zealand resident students, apply for a Community Services card. It saves you money at the public library, swimming pool etc.

Take advantage of regular discounts. Tuesday movies, your student card or look online for special offers.

Go to the Saturday Market in Newtown or the Sunday Farmers Market (at Te Papa or on Willis Street) to buy fruit and vegetables.

Plan your meals for the week with your flat mates, include toilet paper and cleaning supplies, write a list before you go to the supermarket and stick to it!

Be wary of deals, sure the second pair of jeans are half price but do you really need two pairs of jeans?

Learn to say no! If you can't afford it, don't spend it.

If money becomes a problem, please talk to either the Hall Manager or Residential Life Manager. Support is available. Don't allow money worries affect you!

## Cancellation of contract

A resident cannot leave UniLodge Stafford House before the end of his or her contract term and is liable for all contract fees -

Unless:

1. the resident can provide evidence of mitigating circumstances that UniLodge Stafford House management at its discretion is willing to accept and,
2. UniLodge Stafford House agrees in writing to the resident ending his or her contract due to the special circumstances and, a suitable replacement is found,

If notice of withdrawal is received by UniLodge Stafford House after 26 February 2017, or the resident leaves after taking up residence at the Hall, or is evicted before the end of the residence period,

1. the Resident will pay an early contract termination fee of the equivalent amount of two weeks accommodation to UniLodge Stafford House;
2. the deposit paid will be forfeited, and;
3. the Resident will remain liable to pay accommodation fees until a replacement student acceptable to UniLodge Stafford House takes up residence at the Hall.
4. It is only after the replacement student begins his or her contract that any remaining accommodation fees held will be refunded.

Residents who leave the Hall are replaced in the order of their departure and consequently, the occupation of the room vacated by the Resident does not necessarily mean that the Resident has been replaced in the Hall.

*Simply:*

*Trimester only contract*

Withdrawing mid-trimester means breaking the residency contract.

The resident must pay the accommodation fee until we have a replacement for that resident. Replacing people mid-trimester is difficult. This means that if it takes some time to replace a resident, then that resident must continue to pay his or her accommodation fee until the end of the contract.

*Full-year contract*

Withdrawing from a full year contract at the end of Trimester 1 also means breaking the residency contract.

We have a limited number of Trimester 1 only contracts. These are either returning residents needing a final trimester to complete a degree or short-term exchange or Study Abroad programme students.

Students on Trimester 1 only contracts are the priority and are replaced first. Full-year contracted students withdrawing at the end of Trimester 1 are replaced second.

As above, the departing resident must pay the accommodation fee until we have a replacement for that resident.

In addition, please be aware that your residency contract is for a room only, not the room that you occupy.

For example, if we have another student in the building happy to move to share with the resident's flat-mates, we would put that person into the resident's room. That person is not the replacement.

It is essential that a resident fully understands the implications and their obligations, in order to make an informed decision.

## Cleaning

Residents are responsible for keeping all common areas as tidy as possible. In the apartments, residents are responsible for cleaning their own bedrooms, bathrooms, kitchen and living areas and for providing their own cleaning products and toilet paper.

Vacuum cleaners and mops are available during office hours or in the evening until 8:30 pm from the Duty R.A.

## Cleaning inspections

Apartment inspections completed *at least once* each trimester between February and November.

Bedroom smoke-alarms tested and the bathroom, kitchen and living areas inspected for cleanliness.

Residents notified a week in advance and each floor has a specified day for inspection.

Information provided on what is required. The floor R.A. and one other, usually the Residential Life Manager, test and inspect.

Unsatisfactory apartments have 48-hours in which to rectify failings. The floor R.A. advises the residents on improvements required and arranges a time for re-inspection. Failure to improve to the standard required, or within the specified time, may result in commercial cleaners at the resident's expense.

### Cleaning materials

Discuss and agree the purchase and replacement of shared supplies with flat mates. A mop and bucket, bathroom sponge or scouring pad, dishwashing detergent, dishwasher powder and toilet cleaner are all useful additions.

UniLodge Stafford House provides one item of dishwasher powder, Jif cream cleanser and laundry powder to each apartment in February at the beginning of the new academic year.

### Cleaning roster

We strongly recommend the residents in each apartment discuss and establish a cleaning roster.

The roster needs to be *agreed, written* and *visible* to all.

What consequences will there be for failure to clean?

<http://www.mymove.com/resources/household-community/roommates/creating-a-roommate-chore-chart-in-5-easy-steps.html>

### Common Room

Turn the TV on and off using the SKY remote *only*.

No shoes on the furniture. Bare feet and feet in socks are OK.

Food waste and rubbish goes into the rubbish bin.

Cups, cutlery, glass and plates etc. all go back to your apartment.

Polar-fleece blankets stay in the Common Room or DVD Room.

Board games and puzzles stay in the Common Room.

Using the Internet? Sit at the back of the room please. The light from the laptop is annoying to anyone sitting behind you trying to watch television.

Laptops, PlayStation, X-Box etc. used with the TV in the DVD Room.

10:00pm onward keep the volume of conversation and TV sound down please in both the Common Room and DVD Room

### Cooking

Cooking is only permitted in the apartment kitchen.

Cooking equipment such as hot plates, rice cookers, electric woks, toasters, kettles or jugs, Panini or toasted sandwich machines and electric frying pans are **not permitted** in bedrooms.

**Always use the extractor fan when cooking**, whether using the cooking elements, making toast or using a rice cooker etc.

If you burn something in your kitchen opening the apartment door will activate the hallway sensor which will trigger a NZ Fire Service call out.

*Respond by -*

1. Turn on the bathroom light to activate the bathroom extractor fan, and leave the fan running.
2. Open all bedroom doors and windows.

*In the event of a smoke and flames from cooking -*

1. Pull the fire blanket from its bag.
2. Hold it out in front of you, and twist your wrists so the fabric wraps around your hands as protection.
3. Drop the fabric over the burning item and carefully smooth it tight.

*In the event of a serious fire –*

1. Do not attempt to put out the flames
2. Leave the apartment immediately with your flatmates.

The fire sensors in the ceiling are heat activated, and will also activate the alarm and NZ Fire Service.

## Co-operation

Living together comfortably at UniLodge Stafford House is reliant on residents co-operating with each other. Everyone has different needs and standards when it comes to routines, study, apartment cleanliness, cooking, cost sharing and visitors.

We strongly recommend that each apartment hold a meeting in the first week to discuss important house issues. For many people, an agreed, written and visible cleaning roster has proven successful. If there is an issue that has been discussed, but cannot be solved, the RA team is at your disposal to help after that initial attempt.

*Suggested items to discuss with your flatmates:*

*Overnight guests* – guests staying repeatedly often contribute to extra noise, power consumption, mess and reduce privacy for other flatmates. What will be the ‘agreement’ for your apartment?

*Shared apartment supplies* - Discuss and agree the purchase and replacement of shared supplies with flat mates. Cleaning products, toilet paper and commonly used food items like salt etc.

*Cleaning of apartment common areas* – Do you all have the same expectation of cleanliness and the standard required? Discuss, and write up a cleaning roster/agreement.

*Cooking* – Do you want to cook/eat together or individually? You have the choice to do either. All that you are obliged to do is share the space. If you want to cook/eat together, discuss how you will manage the cost.

*High-energy appliances* – How will you manage the frequency of use? Will you restrict usage as an apartment, or use freely? Do you all have the same expectations regarding energy consumption?

*General apartment issue* – What is the best method of communication when there is an issue? Having a face-to-face conversation, a gentle email or written notes to communicate? Discuss and decide a method.

It is important that you are honest and realistic about your expectations of each other, and ensure that everyone is comfortable with the arrangements.

You and your flat mates are responsible for all electricity and damage charges incurred by your apartment.

## CSP Fee

The Community Support Programme (CSP) Fee is a non-refundable contribution paid within the deposit towards activities organised by Stafford House for the benefit and enjoyment of Residents.

The role of the Stafford House Residential Advisors (R.A.s) and Hall Managers is to provide support, and in creating an environment that encourages individual growth and academic success. We also want you to have fun, so there will be plenty of events and activities on offer to you all. It is your choice as how much you mix with others, as we respect that not everyone will want to participate in everything. If you would like to organise any events yourselves, we encourage it. This includes, and is not limited to; *study groups, faith groups, sports, games, cultural outings* etc.

The CSP Fee subsidises all of our activities, so please make full use of your money and enjoy the events on offer! We will advertise via Facebook, notice boards, posters and the Stafford Intranet.

## 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, access cards and chattels provided to you.

To ensure this occurs, we require you to follow the following process on departure. Please be aware that failure to follow this process or fulfill these expectations may result in you losing your bond!

Departure means:

1. Payment in full of any outstanding accommodation fees;
2. Payment in full of your final 'Extras' account;
3. Apartment inspection completed *and* passed;
4. Return of any Stafford linen and Ethernet cable;
5. Return of the room key and access fob.

Departure process:

1. Notify the office of your departure date and time;
2. An inspection time and cleaning requirements will be advised and a departure form put into your apartment letter-box;
3. Complete your departure form and return it to the office *by the emailed date*.

Departure inspection:

UniLodge Stafford House is required to ensure that all of the apartments are clean and returned to arrival condition when the residents leave.

The bedroom, the kitchen, living area and bathroom are all inspected in order to assess cleanliness. A pass or fail grade is awarded. Where there is a failure, the inspecting R.A. will specify what needs to be re-done, and will advise the re-inspection time. Every departing resident is inspected and assessed on the same criteria each time and the inspection record forms part of the bond refund documentation.

Failure to achieve a pass grade may result in commercial cleaners and a resulting bond deduction.

## DVD Room

The DVD room is usually available 24-hours. However, if first-floor residents affected by late-night noise complain and we are unable to identify those directly responsible, the Duty R.A. locks the room at 10:00 pm.

PlayStation, X-Box etc. must use the T.V. in the DVD Room only.

Any personal gear left in this room is at the owner's risk.

Matt Houston the Stafford Student Support Co-ordinator (SSC) uses the room each Friday morning for his appointments.

## Electricity saving and keeping warm and dry

Using less electricity helps keep your monthly expenses down!

### *Keeping warm*

**Dress for the Wellington weather by wearing layers of clothing.**

- Buy thermal clothing. Thermals are warm undergarments, short or long-sleeved shirts and pants designed to be worn next to your skin and tight-fitting.
- Wear t-shirts or shirts, pants or jeans and sweat-shirts over the thermals.
- Wear a jacket or coat over top. Buy a good coat or padded vest. If you will be in Wellington for three years it is worth the money. Look for sales.
- Buy a rain-coat or shower-proof windbreaker to wear over everything. Most can be folded up small into your back-pack ready for sudden rain to protect you and your clothing.
- Wear gloves, scarves, socks and a hat. You lose a lot of heat through your head, hands and feet. Buy woollen garments where possible (or learn to knit instead!). Wool is a natural insulator and doesn't chill next to your skin if you get caught in the rain.
- Wear sneakers or boots. Jandals and sandals (even with socks) won't keep your feet warm or dry as cold wet feet means cold you.

The other bonus to layered dressing is that you can put on or take off a layer as needed. This is useful at the university as some lecture theatres can be super-hot and others freezing-cold depending on the heaters and the lecturer's preference!

### *Sleeping and studying*

- Wear long-sleeved pyjamas and warm socks in bed (and your apartment). Winter pyjamas in New Zealand are made of a material called flannelette. It is a thick cotton that goes fluffy, soft and snugly once washed and worn.
- Buy a rubber hot-water bottle or a wheat bag. The hot-water bottle is filled with very hot water and wheat bag is heated in the microwave. You can put them in your bed or on your lap or under your feet if you are studying at your desk. It is a simple way to keep warm and much cheaper than using an electric heater. Please be careful and follow the instructions!
- Sleep like a Kiwi! Make a layered nest...New Zealand beds usually have the mattress, then a mattress protector, sometimes a blanket, a bottom sheet over these layers, a top sheet, and a duvet inner/s in a cover or blanket/s on the top. The person sleeps in between the two sheets. The reason for this is so that the person is insulated underneath as well as above. This can be quite an adjustment for people from warm countries used to sleeping with little or no bedding!
- Unfortunately, in Wellington during winter you need to have good warm bedding. If you don't, you will be cold. Stafford provided you with a mattress protector. It must be on the bed directly over the mattress, if for any reason you don't have one please talk to your R.A. ASAP.
- Buy a set of flannelette sheets. It is the same material as the pyjamas and is thicker cotton than normal sheets. Like pyjamas these sheets go fluffy, soft and snugly with use and washing.
- If you have a duvet inner and cover buy another duvet inner. Stuff both inners into the cover to make it twice as thick. In summer time you can take one of the inners out. If you don't have a duvet inner consider buying one. Again, buy a good one. If you will be in Wellington for a while it is worth the money. Buy winter weight, or wool, down or feathers. They are more expensive but provide much better insulation against the cold. Look for sales.
-

- Mink-type' polyester blankets are useful as an additional layer but don't provide sufficient insulation and warmth for winter in Wellington. If you prefer a blanket buy wool. This will be very expensive (so a duvet is usually a cheaper option) but a good woollen blanket can last for many years. Fill the hot-water bottle or heat the wheat bag and put it into your bed before you go to sleep then you have a cosy and, warm spot ready for your back or feet!
- Move your bed away from the exterior wall. The exterior wall is made of concrete and will be cold (and sometimes damp). Feel it and see. Put your palm onto the exterior wall and then put it straight onto an interior wall. The interior wall is made of board and plaster and because it's 'inside the room' is not affected by the outside temperature. Put your bed against an interior wall or leave a decent gap (about 30cm) between the bed and the exterior wall.

#### *Use the sun*

- Many New Zealanders are thrifty. That means that they save money where possible which includes using free stuff! Sunshine is free.
- Open your blinds and let the sun shine into your room. It helps warm your room and is also good for your health and well-being. Later in the afternoon put the blinds down and close them. Do this before the sun goes down and trap as much of the warm air in your room as possible. Lowering and closing the blinds also helps stop the warm air from the heaters going straight out the window.

#### *Keeping dry*

- It is essential to open one window for at least an hour every day.
- Condensation (water droplets) collects on the window glass, window frames and sill and maybe even the exterior wall. Condensation is caused when the interior temperature and exterior temperature are different, that is warm inside and cold outside. The easiest and most effective way to stop condensation is to have an open window.
- Try having a window always open. It doesn't need to be fully open. You just need a little air gap. Open the window and hook the latch over the frame (some of the latches are designed to do this). This leaves a small air gap which is all that is required. If you don't want to leave a window always open then you must open a window for at least an hour every day.
- Having a window open and air flow is essential especially if you are drying laundry. Wet laundry increases the humidity in the room. Humidity is the amount of water present in the air. High humidity (more water) means damp. Damp and heating means mould. Mould will ruin bedding, clothing and books.

#### *Prevent mould:*

- Ensure your room and apartment has plenty of sunlight and ventilation. Pull up your blinds and open your windows for at least one hour every day.
- Open the bedroom doors. Air needs to circulate through-out the apartment. Always dry laundry with the window open. Keep the bathroom as dry as possible.
- Open the bathroom and shower door to allow as much air as possible to circulate through the room and leave the extractor fan running for another five minutes.

#### *Saving money*

- Don't be tempted to buy an electric heater please! Using an electric heater costs a lot of money (your electricity bill is higher). Using an electric heater also may mean going from a hot, dry room to a cold, wet outside and you may catch a cold. Using an electric heater means that your flat mates pay a higher overall electricity bill. Are you willing to reimburse them the extra expense? Unfortunately, we can't measure the electricity to just your room! Wearing more clothing, having warm bedding, and acclimatising as quickly as possible to the Wellington environment and Kiwi way of keeping warm is a much better idea!
- How much time are you spending in the shower? If you don't know, time yourself using the stopwatch on your mobile phone. You can have a shower in 5 minutes. There is a BIG difference in electricity use between a 5-minute shower and a 25-minute shower. Multiply the extra 20 minutes by three people! If one person is having two 5-minute showers per day, one person is having one 10-minute shower, and one is having one 40-minute shower a day, which is using the most hot water? Long showers empty the water cylinder. More cold water is needed to replace hot water used, which means that more electricity is used to heat the cold water up to the right temperature. Long showers that empty the water cylinder also lead to angry flat mates experiencing cold showers! Have an apartment meeting and decide shower times. 5 to 10 minutes is best. It conserves water and saves electricity!

### *Drying clothing*

- Some washing machines have a dryer function. It is not efficient, uses a lot of electricity and is often the cause of major friction between flat mates.
- Get more water out of the laundry. Spin your clothing a second time once the washing has finished. When all of the cycles have finished, turn the machine off, re-set the dial to 'spin' mode, power the machine back on and let it finish as usual.
- If you don't have air-dry clothing rack please buy one, they are cheap and work. Buy some pegs too. Peg your clothes onto it rather than just draping them over the rack. Pegging your clothing on the air-dry rack dries them faster. Stand your laundry rack under an open window with the blind up. Air-flow and sunshine dry laundry (you also need the window open to reduce the humidity in your room).
- During winter use the central heating. Hang your clothing on the heater panels. The heating is piped hot water so if your clothes fall down the other side it doesn't matter. There is no fire risk (they just might get a bit dusty!).

### *Apartment meeting*

Finally, one of the best things to do is to decide with your flat mates how you all are going to save electricity in your apartment. Here are some things not to do:

- Don't take out the light-bulbs. They are LED lamps so energy efficient. Removing them, the resulting lack of good light may result in burns or cuts while preparing food and cooking.
- Don't make everyone shower once a fortnight. It may save you a little money but will certainly lose friends and health!
- Don't make everyone do all the laundry altogether in one load. It may save you electricity but will cost you money when the machine overloads and breaks down.

Whatever you do needs to be fair, reasonable and sensible.

### *Emergencies and earthquakes*

Wellington experiences earthquakes and UniLodge Stafford House has provided for this in its emergency response planning. Basic emergency supplies kept at the Hall.

Take responsibility for yourself and prepare for an emergency.

Please check the 'Get Ready Get Thru' website for specific information on emergency preparedness and supplies. Go to <http://www.getthru.govt.nz/web/GetThru.nsf>

Each apartment has information about earthquake preparedness, which you are encouraged to read. Please feel free to ask any questions or talk about any concerns. Your floor RA or other Hall staff will be happy to help.

*If an earthquake happens and you are in Stafford House –*

1. Get under your desk or the kitchen table.
2. Put your hands behind your head and wait until the shaking stops.
3. Stay away from the windows.
4. Do not use the lifts.
5. Do not leave the building.

*If an earthquake happens and you are in the street –*

1. Stand in a building doorway.
2. Crouch down, put your hands behind your head and wait until the shaking stops.
3. Stay out of the road and away from windows.

## Earthquake information

Buildings in New Zealand designed to withstand earthquakes.

Buildings built to the current New Zealand Building Code requirements are designed to carry forces resulting from earthquakes. Older buildings were not always designed with consideration for earthquake forces and may be “earthquake risk or earthquake prone” buildings.

Victoria University undertook a survey and assessment of all buildings (including student accommodation) following the first Christchurch earthquake in 2011.

The Initial Assessment Procedure (IEP) compares the existing building percentage of structural earthquake strength relative to the New Building Standard (%NBS). Results of an IEP grade the structure as either potentially earthquake prone (NBS less than 33%), potentially an earthquake risk (NBS greater than 33% but less than 67%) or unlikely to be an earthquake risk (NBS greater than 67%). The term earthquake prone implies a high level of building damage as a result of a “design” earthquake... [While the term] earthquake risk implies high to minor...building damage.

Wellington City Council’s Policy determines that as a general guidance an earthquake prone building will have strength that is 33% NBS or less of the seismic loading standard. Victoria University Council has indicated that all Victoria University student accommodation buildings should be at a level of 67% NBS.

Stafford rated at 174% NBS.

The stairwells are designed so that each section is supported on both the upper and lower floor. It works as a beam and each one has built into it an allowance for slippage (movement).

## Facilities

The UniLodge Stafford House shared facilities include:

A Common Room with SKY TV;

A DVD-watching and group study Room;

A Gym;

A Games Room;

A Silent Study Room;

A Music Room

Secure bike storage

Residents may also have photocopying, printing, scan and emailing or faxing of documents done at the Stafford office during office hours.

Soft drink and water, and snack vending machines are available.

Stafford also provides controlled access storage areas.

## Fire Blanket

Each apartment contains a fire blanket for use in cooking fires. **Do not tamper with the blanket.**

In the event of a smoke and flames from cooking -

1. Pull the fire blanket from its bag.
2. Hold it out in front of you, and twist your wrists so the fabric wraps around your hands as protection.
3. Drop the fabric over the burning item and carefully smooth it tight.

### Fire Safety

Do not disconnect the apartment door closing mechanism.

UniLodge Stafford House may require you to have any electric device checked and certified at your expense by the Hall electrician.

Please ensure that you read the evacuation procedure, within 24 hours of your arrival.

Bedroom smoke alarms are tested each calendar month.

Fire evacuation drills are run at least once every trimester between February and November

### Fire Tag

Each apartment contains a Fire Tag for use during an evacuation. Do not tamper with the tag.

### First Aid Kit

A kit containing basic supplies is located in the office. Painkillers and other medications are *not* included as we do not administer or supply them to residents.

If you need a plaster or an ice-pack contact the Duty R.A.

### Gardens and grounds

UniLodge Stafford House's location in the centre of Wellington city means limited grounds.

Please ensure the grounds remain neat and tidy by not discarding or allowing your guests to discard, cigarette butts or other litter in the grounds or street frontage.

Please respect that for the Hall Manager his wife and the Residential Life Manager this is our *home* and that the garden is maintained in our own time at our personal expense.

### Gym

Use of the gym is available for all residents only. Guests not permitted.

The gym is unsupervised and therefore use of any of the equipment is the responsibility of each resident.

Please ensure that any equipment malfunction or breakdown reported immediately to the Duty R.A.

Gym use requires the resident register at the office or with the Duty R.A.

## Health

If you are sick, or know another resident who is sick, tell the Duty R.A. or office staff so that the appropriate care can be arranged.

All acute illnesses must be reported to the Duty R.A. immediately.

If you need to see a doctor contact:

Student Health Service, Mauri Ora

Level 1, Student Union Building, Kelburn Campus

Telephone: +64 4 463 5308

Pipitea Campus

Telephone: +64 4 463 7474

Go to <http://www.victoria.ac.nz/studenthealth/>

Call the *Healthline* free on 0800 611 116

IN EMERGENCY TELEPHONE 1 then 111

The nearest after hours-emergency clinic is:

17 Adelaide Road, Newtown Telephone: +64 4 384 4944

CALM (Computer Assisted Learning for the Mind)

The CALM website (© University of Auckland) has been developed to help you manage stress, anxiety, depression, build healthy relationships and find meaning to life.

*Try it - it's free and easy to use!*

Go to <http://www.calm.auckland.ac.nz/>

## Laundry

All apartments equipped with either a front-loading or a top-loading washing machine.

Use the correct washing powder for the machine.

Front-loading machines use low-sudsing powder designed specifically for front-loading machines.

Using incorrect washing powder results in 'over-sudsing' (too many soapsuds) damaging the machine's electronics. The appliance technician can identify over-sudsing, leaving the residents in the apartment liable for the cost of repair.

Each apartment supplied with an iron and an ironing board.

## Loan items

Stafford has foam mattresses, mini-ovens, vacuum cleaners and weighing scales that may be borrowed short term by the residents.

Contact the office during office hours or the Duty R.A. in the evening before 8:30 pm to borrow items.

Foam mattresses, mini-ovens and weighing scales are required to be *returned the day following use*. Vacuum cleaner use may be limited to half-an-hour at peak times within the Hall.

## Mail

Any incoming mail addressed to the resident at:

*Name and apartment number*

*UniLodge Stafford House*

*PO Box 8050*

*Wellington 6143*

*New Zealand*

Any package or item couriered addressed to the resident at:

*Name and apartment number*

*UniLodge Stafford House*

*40 The Terrace*

*Wellington 6011*

*New Zealand*

Mail received, sorted and put into the resident's apartment letterbox located in the ground-floor foyer Monday to Friday only.

Packages and courier items received Monday to Friday only.

Packages retained in the office for collection by the residents during office hours. Any uncollected packages delivered to the resident's apartment after 4:00 pm by the Duty R.A. for the day.

## Mould

Mould is a naturally occurring cluster microscopic fungus, which reproduces by releasing airborne spores. The mould spores released year round found in both indoor and outdoor environments.

The predominant mould found in housing is *Cladosporium*.

Mould can aggravate asthma and respiratory disease in sensitive people.

*How does mould spread?*

Spores, like dust carry by air currents or by adhering to insects or animals. Mould spores are always present in the air; blown in from outside or disturbed from surfaces during housework.

The factors, which support the growth of mould, are condensation (water), humidity (no ventilation), warmth (heating), compatible surfaces (walls) and lack of sunlight (closed blinds).

*How to remove mould*

1. Wash off any mould using diluted bleach and hot water.
2. Ensure all windows are open to encourage drying.
3. Do not remove mould by brushing as this may release a large number of spores into the atmosphere triggering allergic reactions in allergy sensitive people.
4. Talk to your R.A. and ask for the mould cleaning spray.

## Music Room

The music room is available between 8:00 am and 10:00 pm only.

When required, we operate a booking system for the room with time limits in order to ensure the students have fair use of a shared space.

Any personal music gear stored in the room is at the student's own risk.

Students using the music room on a regular basis can pay a cash bond in exchange for a key. Payment must be in cash. The coins and notes retained and when the student returns the key, we return the cash. Having the cash means if a student does not return the key then we have the funds for replacements.

Music Room use requires the resident register at the office or with the Duty R.A.

## Noise in the city

UniLodge Stafford House is located in central city Wellington. Fire alarms, sirens, traffic and street noise are part of life. It may require a little adjustment, especially if you are from a quiet rural area. Ear-plugs until you accustom to the surroundings are helpful.

Please be aware too, development work and earthquake-strengthening is ongoing in the buildings and street around Stafford during 2016/17.

## Notices

Event and administration notices are posted via the UniLodge Stafford House Facebook page, noticeboards, posters and Stafford Intranet.

## Office

The UniLodge Stafford House office is open during Victoria University trimester time for the following hours:

Monday to Friday

9:00 am to 12:00 pm and 4:00 pm to 5:30 pm

Saturday and Sunday

CLOSED

Hours are subject to change during university holiday periods.

Outside of these hours, residents can text or call the Duty R.A.

Residents pay accommodation and Extras accounts, collect and return vacuum cleaners advise of repairs and maintenance issues, collect packages and overnight guest forms, and can have photocopying, printing, scan and emailing or faxing done at the Stafford office *during office hours*.

Please email print to [staffordhouseoffice@gmail.com](mailto:staffordhouseoffice@gmail.com)

Printing may be emailed anytime but it done only during office hours and left for collection on the office counter. Printing costs charged to the resident's Extras account.

Black and white printing – 10 cents per printed page (20 cents double-sided)

Colour printing – 50 cents per printed page (\$1 double-sided).

**Please be aware we never print from USB or stand-alone hard-drive.**

## Overnight Guests

You are welcome to have an overnight guest at UniLodge Stafford House for a *maximum* of seven consecutive nights. This requires you to fill in a stay over permission form.

Collect the form from the office during office hours or from the Duty R.A. before 8:30 pm.

Your flat-mates must sign agreement and the form returned to the office **at least 24-hours prior** to your guest's arrival. The reason for the form is that we are expected to have this information in case of an emergency.

Please be aware that the *first two nights* stay are free, remaining nights cost NZD \$20.00 per night, payable in advance.

No guests permitted to stay during study and exam periods and during the first two weeks of Trimester One.

Please remember UniLodge Stafford House is a Hall of Residence not a back-packer hostel.

## Parking

No car parking facilities on site.

UniLodge Stafford House provides limited unsecured space available at the rear of the building for motorcycle and scooter parking.

## Repairs and Maintenance

Please immediately notify the all maintenance requirements (blinds fallen, taps loose, toaster broken etc.).

Call into the office during office hours or email information please to [staffordhouse@unilodge.com.au](mailto:staffordhouse@unilodge.com.au)

For urgent repairs, contact the Duty R.A.

Replacement LED-light bulbs are available at the office.

Please be aware that maintenance or repair may require a UniLodge Stafford House staff member or associated tradesperson to enter your bedroom or apartment without prior notification.

Large-scale maintenance and cleaning occurs during summer.

## Security

UniLodge Stafford House has security camera monitored access.

In order to contribute to the safety and security of your flat mates, other residents, yourself and all your belongings please:

Keep your room locked (but establish trust with your flat mates).

Do not lend your room key or fob to anyone.

Firmly close the apartment door when leaving the apartment.

Check the identity of any unexpected visitor or trade person.

Advise the Duty R.A. of any suspicious visitor.

Do not allow people to 'tail' you through the access doors.

Do not remove or tamper with any security device.

### Smoke Alarms

Every bedroom has a smoke alarm. We test them every month, subject to the academic timetable.

If your alarm starts to beep intermittently, it means that the battery is going flat and needs replacing. Please come to the office for a replacement battery. You can install it yourself.

### Sports Room

The Duty R.A. unlocks the Sports Room weekdays at 4:00 pm and locks during floor-walks in the evening. During the weekend, the room is unlocked and locked at student request.

Pool chalk and cues, table tennis balls and paddles kept in the office. Please text or call the Duty R.A. for equipment. All items must be returned to the R.A. by 10:00 pm *the same day*.

### Storage

Our storage space is limited.

Please see the Duty R.A. before 8:30 pm if you have baggage to collect or store.

UniLodge Stafford House accepts no accept responsibility for any belongings not removed from your room, apartment or basement storage when you leave.

### Study Room

The Study Room is available 24-hours. The room designated for silent-study but students can book times for group sessions simply by emailing or calling into the office.

Silent study means silent study. Students wanting to discuss, share or talk (even whisper) together are better to use the Common Room or DVD Room.

Occasionally, music or noise from the gym is disruptive. If disturbed by noise please knock on the gym door and when answered quietly request that the noise reduce. If your *"please turn it down"* request does not produce results, contact the Duty R.A.

All residents have fob access to the Study Room.

### Summer and Graduation Accommodation

Residents staying at UniLodge Stafford House during the November to February Summer Trimester please be aware that due to either annual maintenance or apartment owner's requirements, you may be asked to relocate within the building.

UniLodge Stafford House can provide short-stay accommodation for students, family and friends during the December graduation period.

### Telephones

The telephone installed in each apartment has its own direct dial phone number. You may receive external and inter-apartment calls. Please check the apartment folder in your apartment for your phone number.

Wellington City local area calling area calls are free. Kapiti Coast is excluded from the local Wellington City free calling area.

To make a call out of the building dial 1 then the phone number  
Mobile phone, national or international calls require a calling card.  
The apartment telephone does not provide Internet access.

### Television

The television in the Common Room provides all free-to-air and a number of pre-paid Sky TV (cable) television channels.

Use the television in the DVD only to play PlayStation, X-Box etc. and to watch DVD.

All bedrooms have a TV connection point that can receive free to air channels.

Residents wishing to receive Sky TV are required to organise and pay for the Sky TV connection, the decoder and rental costs for their bedroom.

### Visitors

*Visitors are non-resident people here between 8:00 am and 10:00 pm or 10:30 pm.*

UniLodge Stafford House is your home and your visitors are welcome on the understanding that we expect visitors to behave responsibly while on the premises, leave quietly when they depart and remain in your company while on the premises. You are required to ensure that this happens.

Every visitor must be met in the foyer and signed into the book on the table.

Your visitors cannot go to your apartment without you. The reason for meeting your visitors is that many of our residents live here because we encourage a safe environment. We don't allow non-residents to wander around in the building.

*Signing in* - means writing in the guest register book on the table in the foyer what time the person arrived and what apartment they are visiting. For example, apartment 094 and 2:00 pm

*Signing-out* – means when your visitor leaves they must also writing in the time that they left.

The reason for the guest register book is that we are expected to have this information in case of an emergency.

Gatherings are monitored. Fire regulations stipulate a maximum number of 12 people (including the apartment residents) are within the apartment at one time.

All visitors must leave by quiet time for that day. The reason for quiet time leaving time for guests is that this is student accommodation and we have people in the building needing to sleep and study.

No visitors are permitted entry to UniLodge Stafford House after quiet time at night

### Waste

All apartment and personal waste (food scraps, packaging, bottles and tin cans etc.) goes to the Rubbish Room on the ground floor. Use a supermarket plastic-bag in your waste bin. Tie it up and deposit it into the Rubbish Room waste bin.

Recycling bins for cans, glass, plastic and paper provided. Flatten cardboard boxes.

**Do not leave food waste and rubbish beside the bins.**