

# '12

Your guide to  
residential life  
at uStay.

# resident handbook



Urban Apartments

# welcome

**ustay**  
Urban Apartments

Proudly managed by



campus living  
villages



uStay

Urban

## **uStay accommodation**

With over 550 residents, uStay is the largest privately owned and operated student residence in Wellington. The design of the buildings, range of accommodation types and supporting facilities deliver a choice of living styles. The name uStay signifies you are in the heart of a dynamic urban area whilst facing the challenges of studying at university.

The Management team including a Village Manager, is assisted by a Residential Life Coordinator and a support team of trained Residential Assistants (Senior Students) all of whom live on site.

The 2012 Village Manager is Simon Illingworth, a former secondary school teacher and experienced hospitality manager with national and international experience. Simon's main role is to ensure that the stay of every resident is rewarding, enjoyable, secure and comfortable.

The Residential Life Coordinator is responsible for the pastoral care and academic support of students and works closely with the team of RAs to provide a programme to assist in the growth of intellectual, cultural and community interests within uStay, as well as maintaining acceptable standards of behaviour. The wider uStay support team encompasses reception and office staff, security staff and catering staff.

uStay's goals are to:

- Provide a high standard of affordable student accommodation and
- Foster a living environment conducive to academic achievement and personal development.

# contents

- 2 welcome**
- 4 keeping in touch**  
Postal Address  
Telephone  
Social Media
- 5 section 1: facilities and fees**  
Choosing your accommodation
- 8 section 2: your community: uStay**  
Facilities  
Fees  
Invoicing  
Guarantors  
Direct debit  
Financial problems  
Deposit  
Security deposit (bond)  
Activities fee  
Administration fee  
Withdrawing  
Changes to your catering plan  
Room changes  
Departures
- 14 section 3: key policies and rules**  
Alcohol  
Noise
- 19 section 4: general policies and information**  
Damage  
Drugs  
Earthquake  
Fire safety equipment  
Fire evacuation procedures  
Fire safety  
Fire wardens  
General safety issues  
Resident conduct  
Disciplinary measures
- Academic assistance  
Assault/violence  
Attendance at classes  
Bedding  
Cleaning  
Communication  
Complaints  
Confidentiality  
Cooking  
Energy conservation  
Firearms, weapons  
Fridges  
Defrosting fridge/freezer  
Food & dining times  
Dining room policy  
Special diets  
Guests  
Hazardous materials  
Health  
Insurance  
Internet access
- Keys and access cards  
Laundry  
Mail  
Maintenance  
Office hours  
Parties and gatherings  
Pets and pests  
Photographs/ student id numbers  
Posters  
Racial harassment  
Recreation  
Residential assistants  
Residents' association  
Right of entry  
Rooms  
Inventory  
Moving furniture  
Room checks  
What to bring  
What not to bring  
Rubbish and recycling  
Security staff  
Sexual harassment  
Smoking  
Study and trimester breaks  
Telephones  
Transport  
Windows
- 33 regulations and disciplinary procedures**

*This handbook is a guide only. Everything changes – the price of a coffee in the catering outlets will no doubt rise and the opening times of Reception will alter. It is the responsibility of those using this guide to use the information with caution, check the details to ensure they are current, and make their own judgments.*

*Stay up-to date by checking your email, posters around the Village and all the latest at [www.uStaystudents.co.nz](http://www.uStaystudents.co.nz). We strongly encourage you to use this document throughout your stay at the Village*

*Neither the owners of the village, the company which operates the village nor any of their employees accept responsibility for any information contained in this handbook which is inaccurate or dated or for the reliance of any person on any such information.*

© 2008 Campus Living Villages Pty Ltd

*This publication and its contents are the property of Campus Living Villages Pty Ltd. This publication and its contents cannot be reproduced without the written permission of Campus Living Villages Pty Ltd.*

# welcome to uStay tena koutou katoa

On behalf of the team at uStay, I would like to welcome you to life in Wellington.

Whether you live in Cumberland, McKenzies or Education House, you will find that our team works to maintain a living environment that fosters both academic success and personal development. As one of our residents, you have the opportunity to learn new skills, make new friends, broaden your horizons and extend your education beyond the lecture theatre. The wonderful thing about university is that you will be presented with new concepts, ideas and opinions. At uStay you can take these new concepts and ideas and test them out in a supportive environment.

Community and Diversity are the two key elements of the residential program at uStay.

The management team and the Resident Assistants, who live at uStay, are here to help and guide you. We will do our utmost to make you feel welcome, be supportive and plan programmes and activities that provide social interaction and facilitate learning.

At uStay you will meet people who have different lifestyles, backgrounds, personalities, and values from your own. Sometimes these differences may push your buttons and challenge what you believe. However, if you take the time to get to know the people around you, you will find that you have a lot more in common than you initially thought. Remember to be positive, keep an open mind and be accepting of others. Make the most of every opportunity you are presented with during your stay.

The Resident Handbook identifies the services, policies and resources you need to be an informed resident of uStay. I encourage you to take the time to read it and to always keep it handy for reference purposes. If you need any more information, please contact any one of our Resident Assistants. We're all here to help you get the most out of your time at uStay, Victoria University and Wellington.

I'd like to wish you all the best during the coming academic year and hope that you will make your experience at uStay an integral part of your education. I encourage you to get involved in life at uStay and the resident activities throughout the year. Make sure you experience all that the university has to offer by joining a sports team, taking part in voluntary projects and making new friends and expanding your horizons through membership of student associations.

The team and I are pleased to welcome you to your new home for the year. We hope that you will endeavour to make the most of this unique opportunity and create fantastic memories.

Remember to live, learn and grow as much as you can in 2012!

Sincerely,

**Simon Illingworth**

Village Manager

# welcome

If you accept a place at uStay this means that you have:

1. Read, understood and agreed to live by all of the conditions described in this handbook.
2. Entered a contract that financially commits you for a specified term.

Your commitment covers one of the following three periods, as specified on your contract:

- a. Full Year**  
25 February 2012  
to 17 November 2012.
- b. Trimester 1 only**  
25 February 2012 to  
14 July 2012.
- c. Trimester 2 only**  
15 July 2012  
to 17 November 2012.

Depending on availability, permission may be given to International students to move in before these dates. You will need to pay for the additional time.

The conditions in this handbook have been made in conjunction with uStay's partner, Victoria University of Wellington, whose Statute of Conduct you must also respect. It is important that you are clear on the commitments that you are making.

The purpose of this handbook is to provide clear guidelines that will help you to settle in and know what is expected of you. The emphasis on clear communication and defined boundaries is to enable uStay to provide an environment where over 500 residents and staff can work and study together successfully. The main objective is to promote a living environment conducive to study where the rights of all residents are acknowledged and respected. We hope you enjoy your stay at uStay



live

# keeping in touch

We hope you enjoy your stay at uStay. Please do not hesitate to approach your Residential Assistant who is available to help you with any problems that may arise.

## Postal Address

235 Willis Street  
Wellington 6011

e. [students@uStay.co.nz](mailto:students@uStay.co.nz)

w. [www.uStaystudents.co.nz](http://www.uStaystudents.co.nz)

## Your address

Name  
Full Room Number  
Building  
235 Willis Street  
Wellington 6011  
New Zealand

e.g. Mary Smith  
Room 70214  
McKenzies  
235 Willis St  
Wellington 6011

## Telephone

### Main Office

04 802 1310

Fax

04 802 1301

### Residents Room

### Direct Dial

04 802 1300

Then enter the extension

### McKenzies

70 – then apartment  
e.g. 70409

### Cumberland

80 – then room number e.g.  
80409 (Or 81 for floors 10, 11, 12)

### Education House

20 – then room number  
e.g. 20409

### Reception/Security

04 802 1310 or “0”

If ringing within uStay.

## Social Media

uStay can be found at the following social media sites.

### Facebook

[www.facebook.com/ustay2012](http://www.facebook.com/ustay2012)

### Twitter

@uStayStudents

# facilities and fees

Read the following descriptions carefully. Although we will try to place you in your preferred room type, there is no guarantee that we will be able to. We reserve the right to reallocate you at any time during the year. This will be discussed with you prior to any move taking place.

## Choosing your accommodation

### McKenzie's

McKenzie's is an apartment block of 61 apartments with an internal atrium. The size of rooms in apartments varies.

Some rooms and apartments only have windows that open into the atrium or apartment

lounge. Each apartment has its own lounge, bathroom and kitchen, which are shared by the residents. Each resident has his/her own key to the apartment and each bedroom within the apartment has its

own separate lock. Fees include electricity allocation. However, excessive use within a month may lead to user pay charges. See energy conservation in Section 3.

Room Type	Description	Number of Beds Available
<b>Economy Single</b>	Situated in 3 bedroom apartments. Very small bedrooms priced accordingly Only available with the catered option.	4
<b>Apartment Single</b>	Situated in 3, and 4 bedroom apartments. Sizes vary from medium to large. Residents can cater or self cater.	201
<b>Apartment Twin-share</b>	Situated in 4 bedroom apartments. A large bedroom for two people with two single beds. Only available with the catered option.	10

## Cumberland House

Cumberland house is opposite McKenzie's on Willis Street, and offers single and double rooms. All rooms have natural ventilation and external windows. The standard single

rooms are situated on floors 5 – 8 and 10 – 12 and the studio rooms are situated on levels 2, 3, 4 and 9. The studio rooms were extensively modified in 2008-2009. Fees include

electricity charges. However, excessive use within a month may lead to user pay charges. See energy conservation in Section 3.

Room Type	Description	Number of Beds Available
<b>Standard Single</b>	Large single room with hand basin. Shared bathroom facilities are on each floor. Only available with the catered option	123
<b>Studio Single</b>	Studio for one person. Own bathroom with shower, toilet and basin. Kitchenette with cook top, microwave, fridge and sink. Residents can be catered or self-catered	24
<b>Studio Twin-share</b>	Large studio for two people with two single beds. Bathroom with shower, toilet and basin. Kitchenette with cook top, microwave, fridge and sink. Residents can be catered or self-catered. Please note: Level 9 twin share has a dividing wall between the sleeping areas of the room.	80

## Education House

Education House, opened in 2003, is also located on Willis Street. Street. It contains 108 studio single rooms that are only available for residents

who wish to self-cater and have completed one year of tertiary education. These studios are similar to those at Cumberland House, but smaller.

Fees include electricity allocation. However, excessive use within a month may lead to user pay charges. See energy conservation in Section 3.

Room Type	Description	Number of Beds Available
<b>Studio Single</b>	Studio for one person. Own bathroom with shower, toilet and basin. Kitchenette with cook top, microwave, fridge and sink. Residents can be catered or self-catered	108



**learn**

# your community: uStay

## Facilities

Level One Cumberland House is the main social space for all uStay residents.

- Tutoring rooms
- Music room
- Messy Project Workroom
- TV Room with Sky/DVD
- Recreational area – pool table / giant chess / table tennis.
- Gym and exercise equipment
- User pays laundries are situated in Cumberland and Education House.
- Education House also has a common room on the ground floor.

## Fees

1. Fees must be paid by installments as outlined below. They cannot be paid weekly.

To ease financial pressure, it is advised that immediately Study Link allowances begin, weekly automatic payments in advance are set up for the Installment Two payment.

2. Payments can be made by cheque, cash (New Zealand dollars only), EFTPOS, direct debit or credit card.

They cannot be made by automatic payment. If you wish to pay by credit card please send credit card details by fax with credit card holder's signature and authorisation.

Please note credit card payments incur a 2% fee.

3. Payments must be made on time. There is a penalty fee of \$50 if a payment is not made in full by the due date. This will be charged to your account. This fee may be waived if you have contacted uStay management before the due date to discuss reasons for lateness.
4. Any debt over 30 days incurs 4% interest, any debt collection costs will be incurred by yourself including all outstanding fees.
5. International students, and students without a NZ based guarantor, are required to pay for in advance for the full trimester in and cannot pay by instalment.

## Sanction of defaulting students in independent halls

The parties acknowledge that the Victoria University of Wellington ("University") has an interest in the provision of affordable accommodation to its students and that any default in payment of rent adversely affects this interest. Accordingly the parties agree that, in the case of the student defaulting on this agreement, the University may, at its discretion, revoke that student's entitlement:

- a) to be issued with an ID card or to have an ID card endorsed;
- b) to attend lectures, laboratories, tutorials, or use the University Library and ITS Computing Services;
- c) to have a degree conferred, receive grades, receive a transcript or academic certificate;
- d) to enrol in any other University Course; until the default has been fully rectified.

The Manager, Accommodation Service will ensure that all appropriate measures have

been taken to assist the resident, before sanctioning a hold. This clause does not affect the right of the Independent Hall to seek recovery of any debt by any other means.

For the purposes of enabling VUW to exercise its rights,

under this clause, the parties agree that all relevant information may be disclosed by either party to VUW.

Payment dates

The first accommodation fee payment for all students is to

be made before arrival day and instalments are then made in advance, on or before specified dates as shown below.

It is your responsibility to ensure fees are paid on time.

2012 Prices

2012 Prices	First Trimester (19 weeks)		Second Trimester. (19 weeks)		38 weeks
	1 <sup>st</sup> Instalment (10 weeks)	2 <sup>nd</sup> Instalment (9 weeks)	3 <sup>rd</sup> Instalment (10 weeks)	4 <sup>th</sup> Instalment (9 weeks)	
	Due on/by 22 <sup>nd</sup> Feb 12	Due on/by 30 <sup>th</sup> Apr 12	Due on/by 2 <sup>nd</sup> Jul 12	Due on/by 10 <sup>th</sup> Sept 12	
<b>McKenzie's</b>					
<b>Apartment Single (catered)</b>	\$3,100	\$2,790	\$3,100	\$2,790	\$11,780
<b>Apartment Single (self-catered)</b>	\$2,300	\$2,070	\$2,300	\$2,070	\$8,740
<b>Apartment Twin-Share (catered)</b>	\$2,350	\$2,115	\$2,350	\$2,115	\$8,930
<b>Economy Single (catered)</b>	\$2,350	\$2,115	\$2,350	\$2,115	\$8,930
<b>Cumberland House</b>					
<b>Standard Single (catered)</b>	\$3,100	\$2,790	\$3,100	\$2,790	\$11,780
<b>Studio Single (catered) 2 - 4</b>	\$3,270	\$2,943	\$3,270	\$2,943	\$12,426
<b>Studio Single (self-catered) 2 - 4</b>	\$2,470	\$2,223	\$2,470	\$2,223	\$9,386
<b>Studio Twin-Share Fl 9 (catered)</b>	\$2,890	\$2,601	\$2,890	\$2,601	\$10,982
<b>Studio Twin-Share Fl 9 (self-catered)</b>	\$2,090	\$1,881	\$2,090	\$1,881	\$7,942
<b>Studio Twin-Share (catered) 2 - 4</b>	\$2,890	\$2,601	\$2,890	\$2,601	\$10,982
<b>Studio Twin-Share (self-catered) 2 - 4</b>	\$2,090	\$1,881	\$2,090	\$1,881	\$7,942
<b>Education House</b>					
<b>Studio Single (self-catered)</b>	\$2,400	\$2,160	\$2,400	\$2,160	\$9,120

N.B: All the above fees include electricity charges. However, excessive use within a month may lead to user pay charges (see p. 23: Energy Conservation.)

## Invoicing

Before each due date, invoices are emailed to residents and a hard copy put into mailboxes. If you will be away on the date a payment is due, you must make arrangements to pay on time. Distance payment options are:

- Pay by direct credit to the bank account details on the invoice.  
Pay by direct credit to  
**Account Name:**  
uStay Urban Apartments  
**Account Number:**  
02-0820-0071584-00
- Mail a cheque to uStay.  
PO Box 9745, Marion  
Square, Wellington 6011.  
Cheques should be made out to "uStay".

Alternatively, payments should be made at uStay Reception, Cumberland House.

Front desk staff are authorised to accept payments and give you a receipt. Payment can be made during office hours.

## Guarantors

Guarantors will be held responsible if any issues of non-payment occur. They will be liable to cover all costs associated with your account. If any issues arise relating to the payment of fees, which cannot be resolved directly with you, the Guarantor will be contacted. The Guarantor may also be contacted regarding conduct

issues or violation of uStay rules and regulations.

## Direct debit

Only full instalments may be paid in this manner. If you pay by direct debit into the uStay bank account you must inform the account manager on the day this has taken place by email.

You must quote your full name as reference on your direct debit. uStay's account department email address is [students@uStay.co.nz](mailto:students@uStay.co.nz)

## Financial problems

In the event of unforeseen financial problems, you must:

- Pay as much as you can on/ by the due date.
- Before the due date, submit a letter to the Village Manager advising why you have been unable to meet the full commitment, and how/when you intend to overcome the problem. Approval of your proposal, and/or discussion, will follow.
- Contact the Victoria University Student Financial Advisory Service, who may be able to provide assistance.

## Deposit

When you accept a place at uStay you make a one-off deposit payment.

Security Deposit	\$250.00
Activities Fee	\$130.00
Administration Fee	\$100.00
<b>Total</b>	<b>\$480.00</b>

*(This Activity Fee is halved if you enroll for only one trimester.)*

## Security deposit (bond)

Your security deposit is a guarantee that any fees, charges or damage costs that you incur, after entering a contract with uStay, will not be left unpaid. Deductions may include but not limited to cleaning, damage to buildings or chattels and false fire call outs. Your Security Deposit (less any deduction necessary) is refunded to you after your contract ends. We aim to have this processed within 6 weeks. If your deductions are more than your Security Deposit, you will be required to pay the difference.

## Activities fee

This fee is paid by each resident for activities initiated by Residential Assistants for the benefit and enjoyment of uStay residents. Purchases of small assets for the use of residents may also be made. This fee is non-refundable after you arrive.

## Administration fee

This fee covers part of the cost of processing your application and is non-refundable.

## Withdrawing from uStay

### Prior to Start of Contact

- If you withdraw before Friday 06 January your Security Deposit and Activities Fee will be refunded.
- The Administration Fee will not be refunded under any circumstances.
- If uStay receives notification of your intention to withdraw after Friday 09 January (or 30 May if applying for Trimester 2 only) your deposit will not be refunded.

### Non Admission

If you are withdrawing, because you have not gained admission to Victoria University, you need to send letter of withdrawal to [students@uStay.co.nz](mailto:students@uStay.co.nz) accompanied by documentation from Victoria University to

prove that your application has been unsuccessful. In this instance your activity fee and security deposit will be refunded.

### After Contract Starts

You cannot leave uStay before the term of your contract ends unless you have written permission from the Village Manager. All requests must be submitted in writing and accompanied by supporting documentation.

If you leave without the Village Manager's approval in writing to release you from your contract, your contract remains in force.

You and your Guarantor remain liable for accommodation fees for the full term of your contract as specified on your Guarantor's Form.

### Withdrawal fully from University

Your letter to the Village Manager must include the withdrawal documents from Victoria University. A payment of six weeks board is required in your account from the date of departure i.e. room cleared and keys and access cards returned.

In all circumstances a contract breakage charge of \$150 applies to cover the additional work in find a suitable replacement. All replacements are sourced through VUW Accommodation Services.

If you are replaced during the six week period, the balance of accommodation payment is refunded to you.

### Withdrawing for other reasons

You and your guarantor remain liable for accommodation fees for the full term of your contract.

### Please note:

Because someone moves into the vacated room does not mean it is a contract replacement. Contracts are replaced in order of withdrawals approved.

## Changes to your catering plan

Residents in McKenzie's and Cumberland House Studio Singles and Studio Twin-shares can change their catering plan at the end of Trimester One only. Requests to change must be received by the Village Manager by Friday 25 May 2012.

## Room changes

You are expected to remain in your allocated room for a minimum of four weeks after arrival as everyone settles in.

If you are having problems after this time, discuss the situation with your RA in the first instance who will inform the Residential Life Coordinator.

Our policy is to attempt to resolve conflicts, or points of difference, before considering a room change.

If the situation remains unresolved after this, please put your reasons for a room change in writing and give this to the Residential Life Coordinator.

Because uStay is usually full, a room change depends on two or more students wishing to change rooms and is not always possible.

Room changes are most often possible between Trimester 1 and 2. Requests for room changes between trimesters must be made by Friday 25 May. A \$50 room change fee applies.

## Departures

Towards the end of your contract, you will receive a set of departure forms.

If these forms are misplaced, please come to reception for replacements.

The departure forms consists of:

- Departure letter with departure time and date slip
- Leaver's cleaning checklist
- Departure form

These forms must be returned to reception by the date specified. On leaving uStay, you are required to hand in:

- Your key and swipe card(s)
- Your completed departure form which includes bank account details.

Any resident not returning all the above-mentioned will delay bond-processing procedures.

# grow



# key policies and rules

## Alcohol

uStay promotes a sensible and responsible attitude towards alcohol. Consumption of alcohol within your apartment or room is allowed, provided that use is not excessive or that noise and damage is not a problem and provided you do not live on an alcohol free floor.

Kegs, crates, beer bongs, any paraphernalia associated with drinking games and home brewing equipment are not permitted on the premises.

1. No alcohol can be consumed in common or social areas. Open drinks in public areas (e.g. hallways, shared areas, foyers, stairwells, lifts etc.) will be confiscated and discarded.
2. As uStay is located in the Wellington City Council liquor free area. No alcohol can be consumed in the road area or bus stop between McKenzies and Cumberland. You run the risk of prosecution by the police.

3. No drinking of alcohol is permitted from Monday to Sunday prior to 3pm.
4. We will require you, or your guests, to leave if your behaviour is unacceptable.
5. If excessive noise can be heard at anytime outside your room and alcohol is involved, your gathering will be closed down.
6. The 2012 Alcohol Policy will be widely displayed and placed in all rooms and noticeboards. Excessive volumes or banned alcohol such as straight spirits or liqueurs, will be confiscated.
7. Intoxicated guests will be required to leave uStay premises.
8. From time to time, total alcohol bans will be implemented. This will be in exam periods and at any other times as determined by management.

Disciplinary measures will be actioned as a consequence of breaking any of these rules.

## Noise

uStay is a place where students come to study. Noise must be kept to a reasonable level at all times.

1. 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.
2. If you want to listen to loud music, you must wear headphones. DJ equipment, additional lights / disco lights and turn tables are not permitted.
3. Loud conversation around the walkways of the McKenzies atrium is particularly disruptive to residents trying to sleep or study. Please keep your voices down.

## Quiet Time

- From Sunday to Thursday quiet hours apply from 10.00pm until 8.00am.
- On Fridays and Saturdays quiet hours apply from 11.00pm until 8.00am. During quiet hours no noise should be heard at all from your room or apartment or common areas. This policy is strictly enforced. Residents breaching quiet time will face discipline and fines.
- During examination times quiet hours will be extended.
- Guests must have left the building by quiet time.

## Noisy Neighbours

- If your neighbours are making so much noise that you are unable to study or sleep, politely ask the offending resident to reduce noise. If this is unsuccessful, contact the Residential Assistant on Duty  
Cumberland 027 244 4530  
McKenzie 022 096 8980  
Education House  
022 096 8981.

## External Neighbours

Please understand you are in a residential area and the rights of others living in the vicinity must be respected.

No congregating outside of any buildings is permitted.

## **Damage**

You will be expected to pay for the cost of cleaning, repairing or repainting your room if it has not been maintained in the condition it was in at the beginning of the year with the exception of general wear and tear.

Any damage to common areas, which no one accepts responsibility for, will be deducted from all residents' deposits.

You are responsible for the behaviour of your guests and must accompany them at all times. You will be held liable for any disturbance or damage resulting from their visits.

Guests can also be banned or trespassed from uStay premises.

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

## **Drugs - Marijuana & any other illegal substances**

Possession, use, and/or distribution are forbidden. Residents discovered in possession of, or using or selling such substances will be evicted and may face police prosecution. You are responsible for what

happens in your room. If there are signs of drugs having been used in your room, you are responsible and may face eviction. Do not allow anybody to use drugs in your room.

## **Earthquake**

The NZ Civil Defence advice is to drop, take cover under a sturdy piece of furniture like your desk and hold on. If not in your room, shelter against an interior wall away from windows. Stay there until all movement ceases, then move to the Evacuation Point.

## **Fire safety equipment**

If you or your guests deliberately tamper with fire equipment such as fire extinguishers, individual fire alarms, sprinklers, heat detectors, fire signs, fire exits or fire switches which set off the fire alarm, severe discipline action will follow.

If you are responsible for setting off a fire alarm you will also be liable for a charge of \$1500.00 or more to cover the cost of the Fire Department call out charge. The Fire Department may also be involved in further action.

## Fire evacuation procedures

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

1. Leave your room/ apartment immediately.  
If in Cumberland House or Education House, leave your door unlocked and hang the red fire tag over the outside door handle.  
If in a McKenzie apartment, check that all your fellow flat mates have left, leave your apartment door unlocked and hang the red fire tag over the outside door handle.
2. Leave the building immediately using the nearest stairwell.  
You must not use the lifts in an evacuation.
3. Proceed to the designated assembly area.
4. Stay out of the building until you are told you may return.
5. If the smoke detector in your room activates, find out the cause as quickly as possible and activate the fire alarm if necessary.

## Fire safety

Your room is a “fire cell”, which means that if there is a fire in your room, the closed door will prevent the fire from spreading rapidly. This is an important safety mechanism in a building where several hundred people live and a fire poses real potential for loss of life.

Maintaining an intact door closer and keeping doors closed are legal requirements of the New Zealand Fire Service and the Wellington City Council. If your room door is found propped open or your door closer is found disconnected, you will face disciplinary action.

Room door closers must not be disconnected.

1. Room and apartment doors must not be propped open.
2. Overnight guests and visitors in any building must sign the overnight guest register at reception in Cumberland and McKenzies foyer when entering the building.
3. 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.

4. You are not permitted to hang anything from sprinkler pipes or fittings, and must keep the area around sprinklers and smoke detectors clear.
5. Your electric blanket must have a safety check.

If your smoke detector emits a high-pitched beep, the battery is flat. See the reception for a new (free) battery.

## Fire wardens

Fire wardens in each building are appointed at the beginning of the year. There will be at least two Fire Wardens on each floor and they will be instructed on fire safety and evacuation procedures.

At your first Floor meeting your RA will ask for volunteers to become Fire Wardens, please put your names forward.

## General safety issues

For safety and security reasons it is not permitted to:

- Throw anything out of, or hang anything from any window.
- Throw anything over, or hang anything over a McKenzie's atrium railing.
- Climb on or over a McKenzie's atrium railing.
- Climb out of any window in any building.

A breach of any of these rules will lead to disciplinary action, upto and including eviction.

## Resident conduct

Residents are expected to respect all other people living and working in uStay at all times. You must not act in an insulting or threatening manner towards any staff member or resident. Any such behaviour will lead to disciplinary action being taken in accordance with Victoria University's Statute of Conduct. There is no acceptable excuse for insulting or threatening behaviour, including intoxication.

## Disciplinary measures

Disciplinary measures can include fines, performing community service, confiscation of items, suspension and eviction.

1. Management and Residential Assistants have the authority to impose disciplinary measures.
2. Security staff members have the authority to request residents to open their bag on entry, confiscate alcohol and to require a resident or guest to leave uStay premises immediately.
3. Other staff and residents can report incidents, which may result in disciplinary action.
4. You are entitled to bring a support person to any meeting with management.
5. Please also refer to Section 4 of this handbook for information about disciplinary procedures.

If you are evicted or suspended for any reason you will remain liable for your accommodation fees for the full year.

# live



# general policies and information

## Academic assistance

If you require tutorial assistance, approach the duty RA who will discuss your needs with you and make the necessary arrangements.

An RA will touch base with you at the beginning of each trimester to discuss your academic situation.

## Assault/violence

Assault on a fellow resident or staff member will not be tolerated and disciplinary measures will be taken.

## Attendance at classes

Residents are expected to attend the lectures, tutorials and laboratory sessions for which they have enrolled. If there is evidence a resident is not attempting to meet course requirements (for reasons other than sickness), he/she may be given notice to vacate.

## Bedding

Linen packs are available for purchase at a cost of \$100 single or \$110 double. A linen pack

Contains a duvet inner, duvet cover, set of sheets, pillow and pillow cover.

Due to an upgrade, some Cumberland rooms have double beds. Residents will be notified if they require double bed linen.

## Cleaning

1. Residents are responsible for cleaning their own rooms and for keeping all common areas as tidy as possible. In McKenzie's Apartments, Cumberland Studio Singles, Studio Twin-shares and Education House Studio Singles, residents are responsible for cleaning their own bathroom, kitchen and lounge areas and for providing their own cleaning products and toilet paper. Residents are encouraged to bring their own vacuum cleaners.

2. uStay's cleaning contractors clean the common areas of all buildings. Please let reception know immediately if you have any problems with the cleaning of common areas.
3. Please let reception know if cleaning supplies such as toilet paper in Cumberland House has run out.
4. Apartment/room checks will be conducted each half trimester. If they are found to be unsatisfactory and you will/ cannot rectify this in the time required, your room may be cleaned by our cleaners, at your expense. In the case of an apartment, all residents of that apartment share the cost. It is your responsibility to keep your room in a clean and tidy condition. In apartments you will need to work out a roster for weekly cleaning. Seek assistance of an RA if you require help with a roster.
5. It is important to ensure you leave your room in a clean and tidy condition, so that you do not have a cleaning deduction made from your security deposit.

## Communication

If you have any questions about anything at uStay, University or Wellington ask the Duty Residential Assistant (RA), ask the receptionist or security staff (after office hours).

Check the whiteboards and noticeboards, your emails on a daily basis for newsletters, notices issued by Management, RAs the Residents Association and VUW.

Continually check the student websites of Facebook [www.facebook.com/ustay2012](http://www.facebook.com/ustay2012) and [www.uStaystudents.co.nz](http://www.uStaystudents.co.nz) for news and events.

Resident Assistants who are on duty can be contact by dialling zero on room telephone or on the following mobile numbers

Cumberland 027 244 4530

McKenzie 022 096 8980

Education 022 096 8981

## Complaints

If you have a complaint about anything, please put it in writing and come and to talk to the management team.

Reception hours are Monday to Friday 9.00am – 7.00pm.

The Residential Life Coordinator is onsite Thursday – Saturday until 8pm (11pm Fri & Sat).

## Confidentiality

Staff and residents at uStay treat each other with respect and confidentiality. There are however, occasions when it may be necessary to contact others, such as parents, financial guarantors or health services. This may include times when there appears to be a danger to your personal safety or wellbeing or disciplinary reasons.

Guarantors can also be contacted if payments are outstanding, if a resident is responsible for damage or tampering with fire safety equipment and if a resident is being suspended or evicted.

## Cooking

If you live in a McKenzie's apartment or a studio room in Cumberland House or Education House, you may cook using the facilities provided.

If you are a Cumberland House resident living on floors 5 – 8 and 10 – 12, you may only use the kitchenette facilities provided on Level 1 for making snacks. Under Wellington City Council by-laws, cooking in any other area is not permitted.

## Energy conservation

Please maintain reasonable energy conservation practices. This means not leaving your heater or lights on in your room or apartment when you

go out and not spending hours downloading off the internet. Each room or apartment is metered to track usage.

For the great majority of residents who follow these guidelines the full cost of electricity will be met by their board fees. However, we are determined to discourage excessive use of electricity and very heavy users will have to pay for their electricity once they reach a certain monthly threshold which will result in their supply being restricted. The aim of this is to get these people to reduce their consumption to reasonable levels.

## Firearms, weapons

Firearms or weapons of any sort are not permitted on the premises and, if found, will be confiscated and you may face disciplinary measures with VUW and the Police.

## Fridges

All single and twin-shared studio rooms contain a small fridge and McKenzie's apartments a vertical fridge/ freezer. You are advised to defrost your fridge throughout the year when ice builds up.

Please find below our instructions.

### Fridge/freezer defrosting:

1. Make sure you take all your food out of your fridge.
2. Turn off your fridge at wall and leave the fridge door open for at least 8 hours so it can defrost properly.
3. Take as much ice out that you can and let it dissolve in your sink. Do not use any sharp objects to remove ice, this will cause damage and will result in a replacement fridge charge.
4. Place a towel underneath your fridge and something to catch any excess water that may come from defrosting.
5. Clean up any excess water and wipe the inside with hot, soapy water.

### Dining room policy

- Catering ID cards must be with you at all times, No card = No meal.
- Guests and self-catered residents are not permitted in the dining room unless they have purchased a meal ticket from reception.
- Footwear must be worn at all times.
- Only packed lunches, late meals or one piece of fruit may be taken from the dining room.
- When you have finished eating, plates, cutlery and food leftovers must be taken to the collection area.
- All bags are to be left at the sign in desk with the duty RAs. No bags are permitted in the dining hall.

### General information

- Meal times are displayed in the dining room. During study/trimester breaks, dining times may vary.
- An RA is on duty to tick your name off the catered list and view your catering card.
- The only people permitted in the kitchen are those employed to prepare and serve the food.
- You cannot borrow or steal any cutlery or crockery from the uStay dining room.
- If you are ill, please tell the Duty RA and he/she will bring a meal to you in your room if you are a catered resident.
- No refunds are given if you miss meals during the contract period. This includes during holiday periods when some residents return home.

### Food & dining times

	Monday – Friday	Saturday – Sunday
<b>Breakfast</b>	Continental breakfast	Continental breakfast
	7.00 – 10.00am	8.00 – 10.00am
<b>Lunch</b>	Make cut lunch at breakfast time	Cooked lunch served
		11.30am – 1.30pm
<b>Dinner</b>	Cooked dinner	Cooked dinner
	4.30 – 7.30pm	4.30 – 7.30pm
*Times will vary during study week/trimester breaks.		

### Late meals

If you require a late meal, you need to sign the late meal register in the dining room before 4:00 p.m. Late meals will only be provided from

Monday to Friday during study term and will be delivered to the room by the duty RA.

Please note: Missing plate and cutlery will be charged to all catered residents at the end of each term.

## Special diets

No Halal or Kosher meals are served. Gluten free diets are available after a consultation with the chef.

If you are a vegetarian eater, you must register at reception during the first week of the trimester. Vegetarian meals are only provided for those who have signed up for non-meat meals at the beginning of the year or Trimester 2.

## Guests

You are responsible for the behaviour of your guests and will be held liable for any disturbance or damage resulting from their visits.

A guest includes all former residents. Residents are only permitted to have one guest at a time unless prior approval by management.

### Guests must:

- Be met at the front door by their host, who must be a resident.
- Be accompanied to the front door by their host when it is time to leave.
- Remain in the company of the host while on the premises.

Unaccompanied guests will be escorted off the premises.

uStay reserves the right to refuse entry to any guest.

Failure to comply could result with a trespass notice.

## Overnight guests

Residents of all buildings must complete and have authorised overnight guest passes forms from reception 24 hours in advance.

No guest may stay on a regular basis.

Guests may not stay more than 2 consecutive nights unless permission has been obtained from the Management team.

If you have a shared or an apartment room, you must have obtained the agreement of your roommate or flat mates before you can have a guest stay overnight.

## Guest meals

Meal vouchers are available from reception and must be purchased in advance and presented to the catering staff.

## Hazardous materials

You are not permitted to use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents for painting within uStay premises. Students who need to use substances of this nature for course requirements can use the Messy Project Room on Level 1 of Cumberland House or the appropriate facility provided on campus.

## Health

If you are sick, or you know of another resident who is sick

immediately tell either your RA, Residential Life Coordinator or Reception so that the appropriate care can be given/arranged. Please make yourself aware of the symptoms of meningitis. For your information, the phone number of the Student Health Services at VUW is 463 5308.

## Insurance

In your contract you have agreed to have a valid insurance policy for your personal effects throughout the term of your contract. uStay will not accept responsibility for any loss or damage for any of your belongings. Please ensure you lock your room and apartment doors at all times.

## Internet access

uStay has high-speed Internet service throughout our three buildings.

- Education & Cumberland have a fixed-wire Ethernet connection into each room.
- McKenzies has a wireless infrastructure with wireless "hot spots" scattered throughout the building.

Internet access is charged on a weekly "plan based" system. Residents are given an access account which they can top-up via Credit Card, via cards that are sold at reception or in vending machines on Cumberland Level One. There is no cost to join.

Free traffic is provided to some very popular web sites including Victoria University; TV On Demand and Trade Me. For other free sites please refer to [www.vistagate.co.nz](http://www.vistagate.co.nz).

Credit runs down according to the amount of data downloaded from New Zealand based or international websites until it runs out. Further information is available from the Vistagate website.

Level 1 Cumberland House also has wireless access.

## Keys & access cards

An apartment or room key and an access card are provided to you on arrival. If you lose your card, see Reception who will arrange a replacement card at a cost of \$35 per card. If you find your card the cost will be credited back to your account.

If you lose your key you must pay for the replacement barrel of all doors your key has access to, including the replacement key. The cost of this will be determined by our locksmith, but is from \$120 minimum.

If you find any lost key or access card, please return it to the Reception.

Nobody is permitted to access your room in your absence without your permission having been given to management. This includes relatives.

Theft sometimes occurs in halls of residence. For this reason:

- Lock your room or apartment whenever you leave it.
- Do not lend your key or access card to anyone at any time.
- Keep your access card and key with you at all times.
- Report any lost key or card to the reception office immediately.
- You must provide I.D. to collect parcels. Pick up your mail regularly.
- uStay staff are happy to sign for courier parcels on your behalf, but do not accept responsibility for parcels that go missing.

## Laundry

There are laundry facilities in Cumberland and Education House. Washing machines and driers are on a user pays basis. Residents need to bring or buy their own laundry powder.

## Lock outs

If you are locked out of your room, please call the Duty RA or reception during office hours.

Lockouts are subject to a penalty fine.

## Mail

Mail should be addressed to you as specified on p7.

- Mail is sorted into the mailboxes in the McKenzie's, Cumberland and Education House foyers. If you have a parcel to pick up, a parcel slip will be put in your mailbox.
- Courier parcels can be picked up from Reception at Cumberland House during office hours.

## Maintenance

If you notice anything in your room or any other part of uStay that needs repairing, please immediately complete a repairs and maintenance form at reception in Cumberland House. Please see management if your problem is urgent and remains unattended.

## Office hours

Office hours are Monday to Friday 8.00am – 7.00pm throughout the academic term.

Dial "0" or 802 1310 to reach reception at any time.

## Parties and Group Gatherings

To maintain an environment which is conducive to work, study and respect for your neighbours, restrictions are made as to the number of residents gathering in a room at one time.

Education House:

All rooms: Total of 6 residents.

No Party Contracts are available for Education House.

# Learn



Cumberland: All standard single rooms and Level 9 Studios:  
Total of 8 residents.

Level 2-4: Total of 10 residents.

No Party Contracts are available for Cumberland.

McKenzies: Total of 10 residents.

McKenzies Apartments may hold parties with certain restrictions. Complete a party contract request form available at reception or in the flat folder. The contract must be submitted to the Residential Life Coordinator not less than 48hrs in advance.

## Pets and pests

Students' pets are not allowed on uStay premises.

uStay has a pest eradication service agreement in place. Please let reception know if you have any problems with pests.

## Photographs/student ID numbers

Residents are required to supply a recent passport-size photographs of themselves. This is used for:

- Compiling photo books for reference by uStay staff.
- For use on the uStay computer database and security services.

## Communal Photos

Photos taken by staff at communal events throughout the year may be used for promotional purposes. Please advise reception if you do not wish your photo to be used

Residents are asked to provide RAs and uStay staff with their student ID number for:

- Confirming continued full time enrolment at Victoria University.
- Providing statistical information concerning students in Halls of Residence.
- Any other purpose for which it may be required.

## Posters

Do not use any products such as tacks, hooks, pins or cello tape as they can damage your walls. Make sure you remove all marks when you leave. Please use the pinboards provided. Any remedial work required to repair damage caused by the above will be charged to you. You are not permitted to repaint your room yourself, this is the job of a qualified tradesperson.

Posters are not to be displayed in common areas without approval from management on the pin board provided.

## Racial harassment and actions causing racial disharmony

uStay is committed to providing a living and working environment which is free from harassment.

Harassment is unlawful.

It amounts to discriminatory behaviour under both the Human Rights Act and the Employment Contracts Act 1991.

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.

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

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

### Causing racial disharmony includes:

- Publishing or distributing written, visual or electronic material, which is threatening, abusive or insulting.
- Using words which are threatening, abusive or insulting.
- Physical behaviour, which is deemed threatening, abusive or insulting.

This is not permitted at uStay or within the Victoria University community and will result in disciplinary measures.

## **Recreation**

### Rules in the buildings

- No roller skates, bikes, scooters, roller blades, or skateboards may be used in the buildings, including entrance ways/foyers.
- No ball or Frisbee games are to be played in the buildings.
- Balls, skateboards, etc must be carried when entering or leaving the buildings.

### Music practice room

The music practice room is available on a first come first serve basis. Priority is given to students who are practicing for study requirements. There is a piano available.

## **Residential assistants**

uStay employs 13 Residential Assistants (RAs) who report to the Village Manager. RAs are senior students appointed as part of the uStay management team to undertake the day-to-day support and administration of residents.

RAs are responsible for student welfare and for maintaining acceptable standards of discipline and behaviour in the uStay environment.

RAs are available to be the listening ear when residents need to discuss concerns from homesickness, flatting problems, study queries to just talking in general.

They have been first year students themselves and are here to help. RAs have the authority to enforce uStay rules and procedures and can enter your room if required to do so for the purposes of performing their duties.

## **Residents' association**

The Residents' Association is formed by the residents of McKenzies, Cumberland House and Education House and is made up of:

- Five McKenzies residents, five from Cumberland House, and three from Education House.
- RAs representing uStay Management.

A residents' meeting is held soon after residents arrive at uStay, and representatives are elected or appointed for the year.

The Residents' Association's function is to plan and manage some social functions during the year, and to assist and support activities initiated by RAs.

## Residential assistants' contact details

Building	Office Location	Office Person
<b>McKenzies</b>	Level 1, McKenzies	Check noticeboard outside RA office.
<b>Cumberland House</b>	Level 1, Cumberland House	Check RA Office window
<b>Education House</b>	RA's room – see whiteboard in foyer for the night.	

RA's on duty are available from 5.00pm -10pm every night from Sunday to Thursday and until midnight on Friday and Saturday. They will either be in the RA Office or in their room.

Duty RA's can be contacted outside these times for emergencies, lockouts, noise complaints.

In an emergency, call the duty phone:

Cumberland 027 244 4530

McKenzie 022 096 8980 or

Education 022 096 8981

### Right of entry

Legally we cannot permit any other person, including relatives, to access your room without your verbal or written permission.

You are not permitted to enter another resident's apartment or room without that resident's express permission.

Your room may be entered in your absence for ensuring the personal safety and wellbeing of you or other residents.

If uStay requires access to your room or apartment for maintenance or repairs, staff will attempt to notify you in advance.

uStay reserve the right to enter rooms for pastoral care, for disciplinary issues or to turn music down.

Residents are not permitted to obstruct any officer of the University, uStay staff, the

Fire Wardens or authorised trades people in the performance of their duties.

uStay reserves the right to refuse entry to any guest. Failure to comply could result with a trespass notice.

## Rooms

### Items in rooms

McKenzies Bedrooms	McKenzies Apartment Living Areas	Cumberland Bedrooms **	Cumberland Studio Bathrooms	Cumberland Studio Kitchenettes	Education House Room
Bed	Dining table	Bed	Shower	Electric hob	Bed
Mattress	Dining chairs	Mattress	Mirror	Microwave	Mattress
Hanger Rail	Pantry	Wardrobe	Wash basin	Small fridge*	Wardrobe
Drawers	Electric stove	with baskets	Towel rail	Toaster & Jug	with drawers
Desk	Fridge/ freezer	Desk	Toilet		Desk
Chair	Telephone	Chair	Toilet brush		Chair
	Toaster and jug	Bookshelf			Bookshelf
	Bathroom	Telephone			Telephone
		Heater			Heater
					Jug
					Toaster
					Basic cutlery, crockery and cooking utensils

\* In Education House there is a freezer in the common room available for all residents to use.

\*\* In Cumberland House standard singles, you have an attached washbasin and mirror in your room.

NB: There are kitchen facilities on level 1 Cumberland

## Inventory

When you move in you are required to complete a room inventory form. This completed inventory form must be handed back to your RA within two weeks of your arrival. Any damages found after you depart, that you have not listed on your form, will be deducted from your security deposit before it is refunded. You are responsible for the furniture in your room and in the common areas if you live in an apartment.

## Moving furniture

You are allowed to bring in furniture of your own provided you remove it by prior to your departure date. Removal costs will be charge to you for any extra furniture left after you leave.

In special circumstances you may be permitted to bring your own bed and base. Written permission must be obtained from well before your arrival.

You can shift the furniture around within your room

provided fixtures (wall shelves, notice boards) are not moved. You may not move any furniture from any other rooms including common rooms into your room.

## Room checks

Throughout the year, uStay staff will check your room for hygiene and maintenance purposes. Every attempt is made at giving you notice prior inspections. It is preferable that you are present, but uStay reserves the right to check in your absence.

## What to bring for your room

Students are advised to bring or buy as required, depending on whether catered or self-catered.

- Bedding- after room allocation, you will be advised whether you require single or double linen.
- Cutlery and crockery for personal use.
- Desk lamps
- Kitchenware (pots, pans)
- Television and aerial cord to plug into wall socket
- Laundry basket and washing powder, drying rack
- Coat hangers
- First aid kit
- Cleaning products and cleaning equipment for all room types
- Bath mats for apartments and studio rooms
- Emergency water containers to store water for 3 days personal use.
- Torch

## What not to bring

- Candles
- Incense or oil burners
- Uncertified electrical appliances
- Bar heaters
- Turntables – excessive music/party equipment
- Strobe lights

## Rubbish and recycling

A goal we have for 2012 is to continue to promote recycling in the Hall. There is a system established with stacks of three recycling bins strategically located around the buildings. These will be to collect paper and cardboard; glass; cans and bottles.

For general rubbish, that is non recyclable, Cumberland and McKenzies residents please use the bins provided at the back of the McKenzie's building or at the back of Cumberland House (in the internal car park) Each rubbish centre is located in a room, please ensure you use the correct bins. Education House please use the bins behind the building. Ask your RA if you are unsure.

The stacks around the hall are only for incidental rubbish, not for room or apartment rubbish which should be individually placed in the recycling stations as detailed above.

## Security staff

Outside weekday office hours and weekends, uStay Security staff members are present on Wednesday, Friday and Saturday nights. Their job is to monitor the security and safety systems we have in place, and to protect uStay property from theft or vandalism.

If you require emergency assistance, please dial the Duty RA telephones or "0".

## Sexual harassment

Sexual harassment is suggestive behaviour with or without direct sexual connotations, which another person considers offensive or unwanted.

Any form of sexual harassment of residents or staff is a serious offence and will result in disciplinary action being taken. uStay has a formal procedure in place for investigating any allegations of sexual harassment.

## Smoking

uStay premises are smoke-free. You cannot smoke in any

of the buildings including the foyer entranceways, or the bus shelter. Smoking materials will be confiscated if you are found smoking in the building and disciplinary action will follow.

## Study and trimester breaks

All holidays are included in the cost of the board that every resident is expected to pay, whether they remain at uStay or not. You do not have to move possessions out during these times and do not receive any refund for the time you are not in residence, nor rebates if you are not here for meals. You cannot sublet your room at any time.

## Telephones

There is a telephone in each McKenzie's apartment lounge and in each bedroom in Cumberland House and Education House. You have a personal pin number for phone access and it is your responsibility not to pass this number on to anyone else.

- There is one free phone for local calls in Cumberland House for everybody. There is also one located in the common room of Education House. They are not for Internet access.
- Phones in rooms work on a prepaid basis.
- Credit can be loaded at reception. Minimum credit to start is \$5.
- Local calls are 5 cents per minute, national calls are 14 cents per minute and mobile calls are 45 cents per minute.

- Inward calls are free. You do not require credit on your phone account to receive calls.
- If you wish to use a calling card to make international calls you need to use one with a local access number, or a national toll-free number (0800), but not an International toll-free number. Though national toll-free numbers do not cost you anything, you still need credit on your account to activate the phone.
- You are advised to use calling cards if making international calls. Please be aware that some calling cards do not work with the uStay phone system.
- You can find out which cards you can use from reception.
- The phone system will not cut you off if your account credit drops below \$0.00 during your call.
- You are not permitted to connect to the Internet using your telephone line.

## Telephone/address disclosure

At the beginning of your residence we are likely to receive many calls from your friends and family who are trying to contact you, but have not yet received your telephone number and address. uStay will not divulge that information. Should you wish us to have your

information released please notify us in writing before your arrival date.

## Voicemail

The telephone system servicing in McKenzie's, Cumberland House and Education House carries Voicemail. Until a Voicemail message has been put into the system, prior messages will be on the machine. It is important that you record your own Voicemail message as soon as possible.

### Personalising your mailbox

- Dial the voicemail extension number: 590 or press your voicemail Access button.
- Enter your security code (0000).
- Press 3 to access the Menu (you will not be prompted to do this). You will then be asked to set up your mailbox.
- Press 1 to personal option.

### To set your security code:

- Enter your new code when prompted then press #. You will be asked to confirm your security code (if this security code does not work, call Reception).

### To record your name:

- Press 2 to begin recording
- Press 2 to stop recording

### After recording your name, you can:

- Press 4 to discard
- Press 5 to save

**Record a personal greeting:**

- Press 2 to begin recording
- Press 2 to stop recording

**After recording your greeting, you can:**

- Press 4 to discard
- Press 5 to save
- Press 6 to review

**Recording messages**

- Dial the voicemail extension number or press your voicemail Access button.

- Enter your security code.

- Press 2 to record the message.
- Enter the mailbox number to leave the message for.
- Press 2 to begin recording.

**After recording your message, you can:**

- Press 2 to continue.
- Press 5 to send.
- Press 6 to review.

**Retrieving messages**

- Dial the voicemail extension 590 or press your voicemail Access button

- Enter your security code

Voicemail will tell you how many messages you have, and play them for you. Press 1 to listen to your messages.

**While the message is playing:**

- Press 1 = Pause/resume
- Press 2 = Forward
- Press 3 = Back up 5 seconds – Press 4 = Discard.
- Press 5 = Save
- Press 6 = Review
- Press 7 = Skip
- Press 8 = Reply
- Press 9 = Advance 5 seconds

**Retrieving Message from another uStay Phone**

- Dial the voice mail extension 590
- Press \* (when asked for your security code)
- Press # (when asked for your extension number)
- Enter your mail box number
- Enter pin

**Note:**

Should you find that your incoming calls goes directly to your voicemail without the phone ringing a few times, try #49 to take off the call divert function.

**Transport**

- 5 – 20 minute walk to Kelburn Campus and Pipitea Campus.
- 5 minute walk to the School of Architecture and Design.
- “Campus Connection” bus service from the corner of Ghuznee and Willis St.
- Front door McKenzies bus service to the Pipitea Campus.

- 20 minute walk to the railway station.
- Taxi – ring from foyer phone.
- A shuttle bus service operates to/from the airport and you can ring from the free phone in the Cumberland foyer.

**Windows**

Please ensure that your windows are closed when you are not in your room. High winds can cause damage. uStay staff members have the right to enter your room to close your windows when it is windy. If windows are damaged, due to being left open in high winds, residents may be responsible for any repairs necessary.

Health and Safety regulations require window security stays to remain fixed. You will incur a charge to reattach if they are removed.

# grow



# regulations and disciplinary procedures

1. uStay is operated under the conditions in the uStay handbook and the VUW Statute on Conduct.

The Statute is contained in the University Calendar and on the Victoria University website. Within uStay itself, uStay rules will take precedence. Any change in the rules contained in this booklet, or other rules that uStay may introduce, will be notified in writing on noticeboards.

Where a student's conduct outside uStay is in question, VUW may take independent action. If the management of uStay believe, on reasonable grounds, that a person has committed or is committing a breach of the Statute, or of any rules governing behaviour in uStay, and that action is required to ensure that peace and good order is maintained, s/he may instruct the person

to cease the misconduct and/or vacate the area where the misconduct has occurred. Management may in addition, or instead, at that time or later impose any of the following:

- a) Where the person is not a resident of the Hall of Residence ban the person from the premises for any specified period that s/he thinks fit.
  - b) Where the person is a resident in the Hall of Residence:
    - Give the person an oral or written warning.
    - Order the payment of compensation for any loss or damage caused by or arising from the misconduct.
    - Assign a particular community service project within the Hall of Residence.
    - Impose a fine.
    - Exclude the person from any particular area of, or particular social activities in the Hall of Residence.
    - Exclude the person from uStay for any specified period that s/he thinks fit.
    - Give the person not less than 24 hours' notice of eviction from uStay, unless that person is considered to pose an immediate danger to uStay staff, residents or uStay property. If it is deemed necessary to ban the person from the premises within 24 hours, uStay will arrange and pay for alternative accommodation for one night.
2. A decision of Management shall take effect as soon as the person is advised of it.

3. When the decision to evict is made the Village Manager shall within two working days of making the decision, advise the Director of Student Services and the Manager of Accommodation Services of the decision and in writing provide the Director, the Manager and the person being evicted the reasons for it.
4. Resident means any person who for the time being resides in uStay with the permission of uStay management.
5. Misconduct is any breach of the rules of uStay or the University's Statute on Conduct.
6. Any resident who is concerned about any disciplinary action of any of the administrative staff at uStay should attempt to seek resolution through negotiation with the person concerned. Residents are invited to enlist the assistance of support people throughout these proceedings. Further options (including the right of appeal) are spelled out in the Statute on Conduct.
7. Sanctions
 

The Hall may impose the following sanctions for non-payment or late payment of the fees and for breaches of the uStay Rules and Regulations.

  - Oral or written warning for breaches of the Rules and Regulations.
  - Community service within the Hall for breaches of Rules and Regulations.
  - Suspension from the Hall for a particular period for serious breaches of the Rules and Regulations.
  - Expulsion from the Hall at a specified date of departure with no refund of monies for serious breaches of the Rules and Regulations.
  - Cancellation by the University of the student's entitlement such as to have a degree conferred, received grades, received a transcript or academic certificate for non-payment of fees and/ or other liabilities.
- Refund the Bond less any monies owed, including the cost of damages attributed to the Resident during their residency and an appropriate share of the collective costs due to damages that cannot be attributed to any individual resident.
- Charge \$50 for late payment of fees.
- Recover the cost of compensation for any loss or damage caused by misconduct.
- A debt collection agency will be utilised to recover outstanding debt from the resident and guarantors.

**Congratulations on reading this far!**  
**We hope you have a great year.**