

UNIVERSITY FLATS HOUSE RULES 2012

UNIVERSITY
OTAGO



Ti Whānui Wānanga o Ōtago



Contents

Introduction	4
Welcome Message – Head, University Flats.....	4
Philosophy	5
Your Arrival.....	5
University Flats Staff	6
Head	6
Community Support Co-ordinator (CSC).....	6
Assistant Community Support Co-ordinator	6
Administration	6
Property Manager	6
Property Maintenance	7
Community Support Person	7
24/7 – “On Call” Service	7
Resident Selection Policy	8
International Undergraduate Students.....	8
International Undergraduate Students.....	8
International Post Graduate Students	9
Community Support People	10
Kiwi Hosts	10
University Flats Life	11
Residents	11
Kiwi Hosts	11
Roles and Responsibilities of Kiwi Hosts	11
Returning Residents	13
Obligations of Residents.....	13
Residential Information and Regulations	15
Discipline.....	15
Fire Seasons in Dunedin.....	16
Flats and Flatmates	16
Flat Inspections.....	17
Harassment/Discrimination.....	17
Health	18
Healthy Alcohol Management.....	18
Drugs	19
Loss and/or Damage of University Flats Chattels.....	19
Noise	20
Pets	20
Reporting Hazards	20
Safety Measures	20
Social Gatherings.....	22
Smoking.....	22
Smoke Alarms	23

Visitors/Guests	23
Your Room	24
Weapons	24
University Flats Services	26
General	26
Academic Support	26
Campus Watch Services	27
Events	27
Internet	28
Mail	29
Maintenance	29
Pastoral Care	30
Rubbish, recycling and the Environment.....	30
Financial Information	31
Acceptance of Residential Contract	31
Other Important Information	33
Electricity	33
Laundry	33
Parking and Bicycles	33
Preparation and Packing	33
Other considerations.....	34
Self Catering	34
Contact Details	35

Introduction

Welcome Message – Head, University Flats

Welcome and congratulations on choosing to study at the University of Otago. I am delighted to offer you residency at the University Flats during the 2012 academic year. I trust you will enjoy the unique living, social and cultural experiences backed up by all the quality support and services you can expect from the team at the University Flats.

The University Flats is a residential community, and as such we offer support and services to provide you with pastoral care, social and recreational opportunities. In addition we have a New Zealand student residing in most of our flats to further assist and enhance your stay at Otago. To further support our “Kiwi Hosts” and all our international students there is a fellow student allocated to each flat and they fill the role of Community Support Persons.

The information contained in this handbook outlines the details you will need to know prior to arriving at your University Flat. It also outlines the systems and regulations, which are in place in order for the University Flats to provide you with a comfortable, well maintained and safe environment. We pride ourselves on providing a friendly and positive atmosphere that protects the welfare of our residents. We respect the cultural, spiritual and emotional needs of all residents, accepting their individuality. The Flats run on the basis that every resident has the right to their own personal freedoms and that every resident also has an obligation to respect the rights of others.

I hope your time at the University Flats is steeped with rich experiences and that your time with us is one of the most fulfilling and enjoyable periods of your life. I wish all our international residents safe travels as you begin your journey to Otago and the whole team look forward to meeting you when you arrive.

Tony Buchanan
Head

Philosophy

The philosophy behind University Flats and the experience of students living in our Flats is to provide students with an independent and enjoyable lifestyle whilst providing them with an umbrella of pastoral care and good property management. We at University Flats pride ourselves on our standard of care for our Flats and residents and believe that good residential management is paramount to the enjoyment and success of living in the University Flats environment.

To this end we have a variety of support mechanisms in place to aid and assist our residents. The University of Otago Code of Conduct which promotes the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding provides the basis for the way in which we approach our service, delivery and expected outcomes.

We are proud of our philosophy and our commitment to helping residents achieve academic success and personal growth. Based on respect and consideration for others we ask that residents foster a sense of community whilst enjoying the opportunities to warmly embrace difference and the commonality of our community goals. As such, we expect that our residents will have consideration and respect for themselves and each other - especially in matters of acceptance, noise and safe behaviours.

Your Arrival

When you arrive in Dunedin go directly to the University Flats Office, which is located at 105 St David Street, to collect your welcome information letter and key to your room. You will need to have proof of identity and it would also be ideal to have a copy of your accommodation offer. From there you will be able to move directly into your flat.

If you are a newly arriving international student coming from Dunedin airport, you will have been able to pre book a Southern Taxi (refer "essential checklist" in your International pack) the taxi should drive you to the University Flats Office and wait whilst you uplift your key, then onto your flat.

A few days after you have arrived and settled into your flat you will need to come to the University Flats office to sign your residence documents and meet our staff, we will also be able to help you with any matters/questions you have. It is also very important that you locate and read the information sheets and the prepay power meter system if this is installed in your flat.

University Flats Staff

Head

The Head is located at the University Flats office, 105 St David St and normally works 8.30am to 5.00pm Monday to Friday. However the Head is contactable at all times by ringing (03) 479-5088 where there is the option to connect to his cell phone. The Head is responsible for the overall management of the University Flats operation.

Community Support Co-ordinator (CSC)

The Community Support Co-ordinator's job it is to provide pastoral care, guidance and assistance to the students in University managed flats. The Community Support Co-ordinator works in closely with other support networks on campus and also has a close working relationship with the International Office. In the event of accident, illness, homesickness, academic stress, bereavement, and any other personal issues experienced by our students the Community Support Co-ordinator can be contacted and will help and support the student concerned and can also liaise between family at home, the University and other agencies that may be involved.

Assistant Community Support Co-ordinator

The Assistant Community Support Co-ordinator works in conjunction with the CSC to provide pastoral care and support to the students in University managed flats.

Administration

The Administrator is located at the University Flats office, weekdays from 8.30 – 5pm, and is able to help you with your residence fees, maintenance and any other general queries you may have. You can also collect your parcels and send faxes from the office. The Administrator can assist you to find the appropriate staff member to help you with any problems you may have.

Property Manager

The Property Manager is located at the University Flats office weekdays from 8.30am to 5.00pm and is the first point of contact for maintenance issues or problems. These can be reported by phoning 479-8688 or cell 021400843 or e-mailing flats@otago.ac.nz.

Property Maintenance

The Property Maintenance staff member works in conjunction with the Property Manager to attend to reported maintenance issues in the flats.

Community Support Person

Our CSPs - Community Support People – are more senior Kiwi students who are employed by University Flats to assist residents settle into life in a University Flat. The CSP's job is to foster and enhance community spirit amongst the residents living in University Flats. We all want to work together to ensure that your time in Dunedin is spent as enjoyably, safely and successfully as possible!

All the University Flats staff have a vested interest in ensuring the personal and positive development of the residents.

24/7 – “On Call” Service

The University Flats have a staff member available out of working hours in case of emergency – they can be contacted on 021 400 843. Please note you must ring this number, text messages are unable to be received or actioned after hours.

Resident Selection Policy

The University Flats primarily provide accommodation for single semester international students as the Dunedin Campus Zone generally only provides for fixed term leases for 12 months (ie: 1 January to 31 December annually) thus making it very difficult for single semester students to find accommodation in the private market.

In order to assist international students for the short duration they are in Dunedin the University Flats also engage a number of New Zealand based students (normally one per flat) who will assist the international students in enjoying the “Otago” experience. These students normally reside in a University Flat for the full academic year. These students are referred to as Kiwi Hosts – refer to page 11 for the policy and obligations of Kiwi Hosts.

The University Flats also provide limited accommodation to both single semester and full degree international Post Graduate students, plus full degree international undergraduate students. These students are generally offered accommodation for the duration of the calendar year they arrive at Otago.

International Undergraduate Students

The University Flats primarily provide accommodation for single semester international students as the Dunedin Campus Zone generally only provides for fixed term leases for 12 months (ie: 1 January to 31 December annually) thus making it very difficult for single semester students to find accommodation in the private market.

In order to assist international students for the short duration they are in Dunedin the University Flats also engage a number of New Zealand based students (normally one per flat) who will assist the international students in enjoying the “Otago” experience. These students normally reside in a University Flat for the full academic year. These students are referred to as Kiwi Hosts – refer to page 10 for the policy and obligations of Kiwi Hosts.

The University Flats also provide limited accommodation to both single semester and full degree international Post Graduate students, plus full degree international undergraduate students. These students are generally offered accommodation for the duration of the calendar year they arrive at Otago.

International Undergraduate Students

Priority One

- Single semester students (arriving either semester one or semester two)
- Full year students who arrive in semester two and will also study for semester one only the following year

- Full degree students who will complete their course of study at the end of semester one (supporting documentation from academic department required)

Priority Two

- Full year students who commence study in semester one

Priority Three

- Full degree students currently residing in a University Flat wishing to stay for a second full year

NB: Priority two and three students will not be considered for accommodation until after 1 December annually based upon vacancies for the following year at this time.

The Head, University of Otago Flats retains the right to make allocations outside of these guidelines

International Post Graduate Students

Priority One

- Single semester students (arriving either semester one or semester two)
- Full degree students who complete their study at the end of semester one (supporting documentation from academic department required)

Priority Two

- Full degree or full year students in their first calendar year at Otago (ie: accommodation will only be provided until 31 December in the year of arrival)

Priority Three

- Full degree students with families currently residing in a University Flat who arrived after 1 August of the current year wishing to remain the following year
- Full degree students currently residing in a University Flat who arrived after 1 August of the current year wishing to remain the following year

Priority Four

- Students currently residing in a University Flat who arrived prior to 1 August wishing to remain the following year

NB: Priority three and four students will not be considered for accommodation until after 1 December annually based upon vacancies for the following year at this time. These students should however register interest in remaining with the University Flats early as these students will be further prioritised both by the date they apply and their individual circumstances.

The Head, University of Otago Flats retains the right to make allocations outside of these guidelines

Community Support People

The University Flats will employ a number of students on a part-time basis to assist the Community Support Co-ordinator. These students will also act a Kiwi Host within their own flat.

As these students are employed by the University their selection and appointment is undertaken under the University of Otago Human Resources recruitment policies. This will involve the completion of an application and undergoing a formal interview for those students 'short listed' for the positions.

This process normally commences in August each year with the appointments being made in September. The employment contract typically starts in February the following year.

Kiwi Hosts

In order to assist international students for the short duration they are in Dunedin the University Flats also engage a number of New Zealand based students (normally one per flat) who will assist the international students in enjoying the "Otago" experience. These students normally reside in a University Flat for the full academic year. These students are referred to as Kiwi Hosts – refer to page 10 for the roles and responsibilities of Kiwi Hosts

Kiwi Host applications normally open at the beginning of August each year for the following year. Applications are open to all New Zealand students who have a desire to live with and assist international students who choose to reside at the University Flats.

All applicants are required to complete an application form and submit this to the University Flats where reference checks will be undertaken. Potential Kiwi Hosts will then be invited to an interview with University Flats staff where a decision to offer them a place for the following year will be made.

Applications are processed as they are received and all successful applicants will be formally advised and an offer of accommodation in a University Flat made.

Current Kiwi Hosts are able to re-apply, but selection is not automatic or guaranteed. However if successful the returning Kiwi Host is normally able to remain in their current flat or opt to be allocated a new flat for the following year.

University Flats Life

Residents

University Flats residents are predominantly single semester international students along with a smaller number of international post graduate students as well as approximately 100 senior New Zealand students.

The University Flats endeavours to build an inclusive community and as such will not tolerate any discrimination against another resident on the basis of gender, age, disability, nationality, sexual orientation or religious affiliation.

Kiwi Hosts

It is hoped that a New Zealand student, in some cases two, will live in each of the University Flats and act as a 'Kiwi Host' to assist their international student flatmates enjoy the full "Otago" experience.

Roles and Responsibilities of Kiwi Hosts

New Zealand students in University of Otago Flats, Kiwi Hosts, will act as hosts to international students who are their flatmates. Many of these international students will be here for one semester only, so a Kiwi Host must be prepared for a change of flatmates at the end of Semester One. International students are usually 19 years old or older and often nearing the end of their undergraduate degrees. They are seeking the unique experience of Kiwi student flatting, which will be new to them.

There are certain expectations that we have of potential Kiwi Hosts, these are outlined as follows:-

- Prior to your international flatmates arriving in Dunedin it is expected that Kiwi Hosts will contact them via email to say hello and let them know who they are etc, and tell them a little about themselves.
- It is then expected that the Kiwi Hosts meet their flatmates, as soon as possible after the Internationals arrive in Dunedin.
- All Kiwi Hosts will need to be resident in their flat by Saturday 11 February 2012.
- Once students have settled into their flat it is recommended that the Kiwi Host show students the nearest supermarkets, Banks and Post Office. It's also quite useful to show students where the Vodafone & Telecom shops are.

- It's also expected that international students be shown around the University Campus on arrival – including the International Office, University Flats Office, the Cashiers Office, Registry, Student Union, the main Lecture Theatres and Student Health's location – maybe even pick up an info booklet from Student Health.
- Kiwi Hosts are also expected to introduce their international students to Kiwi flatting life - including such activities as cooking together, cleaning duties, and organising some social activities in the first week or two. If you require any help with this we at the Flats office are only too happy to help out. Given that many international students haven't flatted before this can be quite a learning curve, for everyone!
- Kiwi Hosts are also expected to provide assistance when students are in difficulties (this is often just a friendly ear for someone a long way from home). Otherwise encouraging them to go to the International Office, Student Health, and/or the Flats' Community Support Co-ordinator.
- All Kiwi Hosts will have been informed who the Community Support Person (CSP) for their flat is – they will need to ensure their students know who this is and the role they play in our community.
- Kiwi Hosts will also explain to the Internationals the role of the Community Support Co-ordinator and if any students have any problems, for whatever reason, at any time, that her door is always open.
- Kiwi Hosts, will together with their flatmates, maintain a clean and tidy flat.
- One important duty that Kiwi Hosts do need to do is to read the information sheets in your flat, and show them to your international students.
- It is important for the Kiwi Host to let the University Flats office know of any maintenance issues in the flat that need attending to.
- Overall, we expect Kiwi Hosts to act supportively to their flatmates, maintaining good relationships and dealing with any difficulties appropriately and constructively. Remembering that University Flats does have help at hand to help you out with many if not all of these issues.
- Let the Community Support Co-ordinator know if one of your international flatmates is hospitalised or otherwise seriously ill (not common cold/flu/virus) – although if their unwellness lingers please let us know.
- All Kiwi Hosts must attend one of the three University Flats hosted induction sessions (date/times will be advised, but will take place after 12 February and last approximately 45 minutes to an hour)

Finally...whilst this may sound exhaustive it is really just a lot of things that most of you would do if you were flatting with International students anyway.

The main message that we are trying to get across is that we do have expectations of our Kiwi Hosts, which are mostly related to being a considerate and caring flatmate, and helping out someone who is completely unfamiliar with living as a student in Dunedin.

The Kiwi Hosts are absolutely pivotal to the ongoing successful operation of the University of Otago Flats and our aim is to work hand in hand with our Kiwi Hosts to ensure that all students live in well maintained, comfortable and safe accommodation and have an enjoyable time at the University of Otago.

It should be noted that for semester two arrivals your Kiwi Host may not be present in your flat when you arrive as they may well be absent on holiday as the period between the two semesters is their major holiday period for the year.

Returning Residents

As the vast majority of international students only reside in the University Flats for a single semester the definition of a returning student is slightly different from normal. These students can be divided into three main categories:

International students offered full year contracts

International students who are offered contracts for semester two and semester one the following year

Kiwi Host students on full year contracts

It is critically important that students, both domestic and international, who are remaining for the second semester remove all their personal possessions from the communal areas of their flat and place these items in their bedroom, especially if they plan to be absent from the flat during the semester break. All these students will be given signs for their bedrooms that indicate to staff that the room will remain occupied in the second semester.

The communal areas of each flat will be cleaned during the semester break, hence the requirement to remove personal items to your bedroom.

The same situation applies for any student who is returning for the following year. All areas of the flat, excluding the bedrooms of those returning, undergo a full clean at the end of the year. This includes the removal of all items from bedrooms and common areas of the flat (except those bedrooms that will be reoccupied) that do not form part of the University Flats supplied chattels.

Obligations of Residents

As a resident of University Flats and a student of the University of Otago, residents who accept their offer of accommodation agree to the following obligations and responsibilities:

- To show respect and consideration for other residents

- To respect the University property and it's furnishings
- To observe and adhere to the guidelines set out in this handbook

To behave in a manner which does not bring the University Flats and/or the University of Otago into disrepute.

Any resident who does not behave in a manner that fulfils these obligations and responsibilities may face action as detailed in this handbook.

Residential Information and Regulations

Discipline

All of the University Flats staff work towards providing a safe and comfortable environment to promote healthy social interactions and successful study. The welfare of each and every resident is paramount and to achieve this it is necessary for the University Flats to have a number of rules and regulations, which have been detailed in this handbook.

In all cases, due process is used in dealing with students, and appeal procedures are available. The University of Otago expects you, as an adult, to maintain a standard of discipline that is in harmony with the educational goals of the institution. You will be expected to observe University regulations and local laws and to respect the rights, privileges, and property of other people.

Any student who breaches the guidelines and expectations detailed in this handbook, or in the University Flats' Residence Agreement, may be subject to penalties including (but not limited to):

- A verbal or written warning;
- Community service;
- A fine or directions to make reparation;
- A good behaviour contract, which may include restrictions on activities such as alcohol consumption;
- Having the Resident's parents/guardians contacted;
- Being sent to the Proctor of the University of Otago for the matter to be dealt with in accordance with the University's disciplinary regulations where the matter involves a breach or potential breach of the University's Code of Student Conduct;
- Having the Residence Agreement terminated.

In accordance with the Residence Agreement, University Flats' staff are empowered to pass down any one or a combination of these penalties as may be appropriate. The process to be followed in relation to any specific incident shall be appropriate to the nature of the allegation involved and the range of penalties under contemplation, provided that in any process the Resident shall be entitled to be fairly informed of the matter of concern, and shall have the opportunity to provide a response or explanation before any penalty is imposed.

Where any penalty is imposed by a person other than the Head of University Flats, the Resident shall be entitled to have that penalty reviewed by the Head. Where a penalty has been imposed by the Head, or where the Resident is not satisfied with the outcome of a review performed by that person, the Resident may, within seven days of being notified of that penalty, submit an appeal to the University's Director of Accommodation Services ("the Director").

The Director may determine any appeal as he or she thinks fit, provided that where the Director considers that the penalty imposed (a) may cause significant hardship to the student or (b) may be manifestly unfair (c) may have been imposed without due process having been followed, the Director may refer the matter to an Appeals Panel. An Appeals Panel shall comprise not less than three persons appointed by the Director including, where appropriate, a lay member and student member of the University Flats Advisory Council. An Appeal shall regulate its own procedure and its decision on any matter shall be final.

Suspension

Where appropriate, University Flats may require the Resident to vacate the Premises while an alleged breach of the House Rules or Residence Agreement is investigated, and may require the Resident to remain absent from the Premises until such time as the investigation and disciplinary processes (including any appeals) are complete.

Fire Seasons in Dunedin

An explanation of both restricted and prohibited seasons and when they are applicable.

Restricted Season (FIRE BY PERMIT ONLY)

- Is currently in force in all areas administered by the Dunedin City Council

Restricted season means

No fire may be lit in the open air during the Restricted Fire Season without a permit. To check which fires need a permit see the **related information section** below.

Prohibited season (TOTAL FIRE BAN)

- Is not currently in force in all areas administered by the Dunedin City Council

In short it is an offence under the local Dunedin city council Bylaw to light an open fire at any time – this is applicable to all University Flats properties.

If you have any doubt, you must contact the University Flats Office

Flats and Flatmates

When you submit your application online with the accommodation office and request University Flats as a choice you will also need to complete the additional information page. We ask that you be very honest when completing this, as the University Flats use this information for matching you with a compatible Kiwi Host and other international students.

Anyone requesting to live in a same gender flat will normally have this requirement met, but there may not be a Kiwi Host assigned to a single gender flat. Vegetarian flats are limited so if you are vegetarian but don't mind sharing with others that are not please include this on your application.

Most shared undergraduate flats have a Kiwi Host assigned to them, and their name and email address will be provided in your offer of accommodation. We encourage you to contact the Kiwi Host to get to know them before your arrival.

Each flat will operate independently with regards to shopping, cooking, cleaning and maintaining an environment conducive to academic achievement. You may be living with people from different countries, of different ages, with different needs and expectations and we realise that learning to live with others can sometimes be hard work. As such, the University Flats Community Support Co-ordinator and Community Support People are all available to assist with information and support to help your Otago flatting experience be a positive one.

Flat Inspections

You are required to clean your own room and together with your flatmates you are responsible for keeping shared areas of your flat clean, tidy and free from rubbish.

There is a flat inspection (of communal areas) during the semester to ensure that living conditions are of an acceptable standard. Any flat that does not pass the inspection is given time to rectify the problem before commercial cleaners are employed. The cost of the cleaning plus all other costs incurred will be on-charged. Residents who fail to meet required standards will be given more regular inspections and/or face disciplinary action to assist them in maintaining a suitable living environment. You are required to report any damage or breakages to the flats office as early as possible.

Harassment/Discrimination

The University of Otago's Code of Conduct is our basic tenet and underpins the expectations we have of our residential students, those expectations of mutual respect, tolerance and understanding. To this end, the University expects that students will not engage in conduct that endangers their own or others' safety and well-being.

University Flats whilst being large, and diverse is also an inclusive community and any discrimination against another resident on the basis of gender, age, disability, religious affiliation, nationality or sexual orientation or any other reason is considered as unacceptable behaviour. Similarly, we will not tolerate any form of harassment, cases of harassment may be reported to the University Proctor and/or University Mediator through the University Ethical Behaviour Policy.

Please don't hesitate to contact any University Flats staff member if you are concerned about discriminatory behaviour or harassment.

Some useful web sites:-

(<http://www.otago.ac.nz/humanresources/policies/EthicalBehaviour/>).

Any proven incident of harassment may result in the offending resident being excluded (ie: termination of residency) from the University Flats community.

Health

As adults, we do understand that, your health is your concern, however it is important that in the event of unwellness, injury or accident that we at University Flats are informed – your Kiwi Host knows to contact the Flats Office in such an event. It is important that all International students understand the terms and conditions of their Medical Insurance and know who and/or where to visit in the event of unwellness, accident or a medical emergency.

To this end we have compiled the following list of important Medical Contacts:-

- Contact or visit Student Health during the Week – 03-4798212
www.otago.ac.nz/studenthealth
- The Urgent Doctors @ 95 Hanover Street after hours and at the weekend – 03 479 2900
- The Accident & Emergency Department at Dunedin Hospital 03 – 474 - 0999

If a student is very unwell and can't get to any of the above call 111 for an Ambulance. Please note that in the event an ambulance is called - the cost of this service will be on charged to you.

If you are unsure about any health related issues, again, please don't hesitate to contact the staff at the University Flats office.

Healthy Alcohol Management

With regard to alcohol we do advise that residents adopt a sensible and healthy attitude to alcohol and we hold the view that excessive use of alcohol is not acceptable as it can lead to self harm, the harm of others and can even be life threatening.

If you choose to consume alcohol, you are expected to do so in a responsible way. Being under the influence of alcohol does not justify nor excuse irresponsible behaviour. Within the University Flats environment alcohol is not considered a mitigating factor in alcohol related behaviour.

Kegs, home-brewing equipment and drinking apparatus (including funnels) are not consistent with the requirement of a moderate amount of alcohol, or responsible drinking and are therefore discouraged.

Your welfare and safety are our concern and excessive use of alcohol will impact on each of the facets of your life. As there are many problems associated with excessive drinking, any resident exhibiting regular signs of intoxication may be called to meet with the Head for the purpose of education and/or pastoral care intervention.

Please note, if you are planning on being a heavy drinker (i.e. binge drinking or constant drinking) University Flats may not be a suitable home for you.

If you believe you or another resident may have an alcohol or drug problem we encourage you to talk with us so we can assist you in seeking help.

Drugs

A student is liable for immediate dismissal if the Head has any reasonable cause to believe that illegal drugs are on the premises. Any such incident that leads to dismissal from the University Flats will be reported to the University authorities and/or police.

The University of Otago has a zero tolerance for drugs.

The University Flats do not support the use of nitrous oxide and/or party pills. Therefore the University Flats prohibits the storage and/or use of these substances on any University managed property. Any resident found to be in breach of this policy will face disciplinary action as detailed in 'Discipline'.

Loss and/or Damage of University Flats Chattels

We accept that within the flat there will be normal wear and tear to the property. You are responsible for the costs incurred through any loss or damage you deliberately, or through negligence, cause to the flat or its equipment.

While every effort will be made to find those responsible for any damage, unreported and/or any damage that cannot be attributed to an individual will be repaired and charged against the flat residents on a pro rata basis. Therefore, if you see another flat resident damaging property you should ask them to stop, or you should talk with a staff member – as someone else's unacceptable actions may end up costing you money.

We expect that there will be some accidental damage to crockery/cutlery within your flat. Your flat has been equipped with furniture and kitchen equipment to ensure your stay is a comfortable one. During the monthly flat inspections we will check to ensure that costly equipment is still present. In the event that items are missing, and we are not able to identify who is responsible for the loss, replacement costs will be on charged to those in the flat on a pro-rata basis. Your room has been checked prior to your arrival and you are therefore responsible for any damage, other than normal wear and tear, to that room over the duration of your residence (this includes carpet stains.) When you arrive you will be given an inventory form to complete and sign. Make sure you check this and complete it to represent the condition of your room. When you leave the flat we will use this form to assess any individual charges we may associate with your room.

Noise

University Flats bring together a large number of residents to live in reasonably close proximity and it is to be expected that there will be a certain level of noise within the wider University Flats community. We expect our residents to show consideration to each other so that other residents can enjoy a private, quiet environment in which to sleep, study and relax comfortably.

Please also be mindful of the noise that can be generated when returning home late at night, or when talking with groups of friends inside or outside flats.

Pets

Cats, dogs, birds, or any other animal or aquatic creature are not to be kept by residents as pets, nor are they to be encouraged or taken into University Flats.

If you have a problem with 'stray' animals, please contact the office who will make suitable arrangements for the removal of the animal.

Reporting Hazards

There is an up to date information sheet in each flat to be used to report hazards to the appropriate people:

The University Flats number is 4796535 (for non emergency hazards)
 The University Flats on call phone is 021400843
 The Campus Watch number is 4795000
 For extreme emergency situations, dial 111

Always remain on the line until the emergency dispatcher has adequate information and tells you that it is okay to hang up

Safety Measures

We aim to provide you with a secure residential living environment that provides enjoyable living for each resident. Security is a shared responsibility and we encourage you to help us keep your flat a secure environment. To help us achieve a secure environment we have put extensive safety and security measures into place. Smoke detection systems in all flats Security patrols by Campus Watch throughout the year. Emergency services are on duty 24 hours per day, seven days per week. Dial 111 for extreme emergency services or 479 5000 for Campus Watch.

General Safety

Flat furniture is not to be taken outside at any stage.
 Walkways are to be kept clear at all times
 Bikes are to be outside.

Security and Keys

Upon arrival you will be issued with a key that will open your flat and bedroom. We insist that you lock your flat and recommend that you close and lock your bedroom at all times when you are not present. Please take good care of your keys at all times (this includes not giving your key to another resident). It is not permitted to have extra keys cut.

If you lose your key it is important for security that you notify University Flats office and we can arrange for another key to be cut (at a cost of \$20.00)

If you are locked out of your room after hours then you will need to visit or contact Campus Watch for assistance.

Electrical Fittings

Electrical light fixtures may not be modified in any way. Homemade light fixtures, paper lampshades, combustible decorations on light fixtures, are all fire hazards. Exceeding the maximum wattage acceptable to your ceiling fixture is also a serious fire hazard and therefore is not permitted. Electrical extension cords should be maintained and in good repair. Under no circumstances are frayed or spliced extension cords permitted. Extension cords should be of heavy enough wire to handle the appliance and distance desired. If a cord becomes warm during use, then it is not the correct weight. Cords must not be nailed or pinned in place and must not be covered. If additional outlets are needed, check with a staff member first, special multiple-outlet boxes with built-in circuit breakers can be purchased at a hardware store.

Fire Safety

Tampering with fire extinguishers and fire equipment can leave residents unprotected in case of a fire. False alarms negate the legitimacy of fire alarms and residents may find themselves trapped by a fire in a real emergency. Any resident who tampers with or otherwise abuses fire equipment, smoke detectors or fire alarms, including false alarms, and/or anyone who causes any activation by a careless or malicious act, including but not limited to hairspray, hair straighteners, incense, candles will be liable for any costs incurred, including the fire call out which is at least \$1200. We take resident safety seriously and as such any resident who maliciously or carelessly causes an alarm activation may be referred to the Proctor and/or the Police and may be excluded (have their residency terminated) from University Flats.

General fire precautions at your Flat

Due to the risk of fire, all candles and incense are not allowed. Residents should be very cautious in using hairspray, deodorant sprays, etc. because these can set off the smoke detector alarm if used indiscriminately. Hair straighteners and tongs must only be used in bathrooms. Flammable liquids (eg. kerosene, gasoline etc.) are not permitted to be stored in the flats. Room personalisation is encouraged, and supported, within common sense limits and fire hazard prevention regulations. Any combustible items (e.g. posters and pictures etc) should not be affixed to the doors, ceilings, light fittings or woodwork.

Drying racks/recreational equipment etc. are not allowed and all hallways or stairwells must be kept clear as these create a fire hazard by blocking fire escape routes. Fireworks of any sort are strictly prohibited in the flats.

Social Gatherings

Social gatherings are an integral part of community life. In providing a living environment that meets the needs of all residents we must balance social activities with the issues of noise and security - whilst minimising the risks to those hosting guests, as well as the risks to others within the community.

Living areas in flats may have a small number of residents gathering in them, and behaviour should be civilised and responsible, whilst also taking head of others' needs/wishes.

Please remember that if you are hosting a social gathering to be mindful of others in your flat and also to your neighbours, some of these may be other University Flat residents but some may not and as part of a wider community it is important that University Flats residents be considerate of their neighbours.

University Flats support the policy of Host Responsibility. At any social gathering in which alcoholic beverages are present it is important that the Host(s) provide and promote non-alcoholic beverages and food in adequate amounts. Host responsibility also extends to not encouraging binge drinking and being mindful of those who may become unwell or severely intoxicated. It is important to call for assistance if you are at all worried about someone's alcohol intake. Students should not be left to walk home alone, whether they have been drinking or not. It is also imperative to discourage drinking and driving.

Smoking

The University Flats are required to comply with the University of Otago Smoke Free Policy. To this end the following sections are applicable to all University Flats:

Smoke Free Policy

Purpose

The University promotes a healthy environment for all staff and students and aspires to provide a smoke-free environment. However, we recognise that achieving a completely smoke-free environment will require incremental changes over time and this policy aims to continue that process.

Organizational Scope

All University of Otago vehicles, buildings and grounds owned or leased by the University of Otago.

Policy Content

1. All buildings, owned and leased by the University, vehicles and vessels are smoke-free. In addition, the entire campuses in Christchurch, Wellington and Invercargill are smoke-free.

2.

a. No smoking is permitted in any University building, leased or owned, including offices at any time.

b. No smoking is permitted in any University vehicle or vessel.

c. No smoking is permitted within a 6 metre radius of any building, building opening, stairwell or access/egress point.

d. Managers, Heads of Departments, College Wardens and those in positions of responsibility are asked to inform others about this policy and to assist with the enforcement of it.

A full copy of the policy can be read at Policy –

<http://www.otago.ac.nz/humanresources/policies/smokefree.php>

Smoke Alarms

All University Flats come equipped with smoke alarms for your safety. The alarm will have a new battery fitted at the beginning of each year. If any alarm starts beeping without just cause please contact our maintenance team.

As the alarms are installed for your safety is vital that they remain in place at all times. If we find that the alarm has been tampered with, all residents will be held accountable for its reinstatement.

Visitors/Guests

It is important to note that our facilities are primarily for residents.

You are personally responsible for the behaviour of your guests, ensuring they are familiar with University Flats' philosophies and policies. Please note that a guest is anyone staying in a flat who does not have a residential contract to live in that particular flat.

Our facilities are designed to accommodate our residents comfortably and as such we are not able to accommodate others without impacting on residents' comfort. It is important that any guest who stays for any length of time is not inconveniencing other residents. Whilst we do not encourage guests staying we do realise that under special circumstances residents may have guests to stay for short periods. However, the Head reserves the right to ask any non-resident to leave the property and to withdraw permission for any visitor/guest to be on the premises or within a University Flat property.

It is not permitted, under any circumstances, for anyone to “live” in a University Flat who does not have a residential contract for the flat.

“Live” is defined as having personal effects in that flat and considered by others to be part of the flat.

Your Room

All of the rooms at the University Flats are single occupancy rooms (with the exception of studio, one bedroom and family houses). Flat and bedroom allocation is the responsibility of the staff of the University Flats, and room changes must have their explicit permission. Changes are not usually granted and there must be a very sound and extraordinary reason for this permission to be granted. In the instance of the reason being an issue of conflict between flat mates, staff will work with the residents in an attempt to resolve the issues. Room allocation is performed by the University Flats prior to the commencement of your residential contract. You will be informed of your room when you arrive in Dunedin.

Power points in your rooms are intended for personal reading lamps, radio, TV, computers and hair dryers only. Any other appliances are not allowed. You may put posters on your walls using white tack only. A notice board is provided in each bedroom for the placement of photos and other pinups. The use of tacks, drawing pins, blu-tack and/or cello tape on walls is prohibited. Any damage caused due to these items will be charged to the resident allocated to that particular room. Please do not affix anything to doors, ceilings, woodwork or light fittings as these pose a fire hazard.

Your fees cover the cost of your room during the academic year as per the contract period dates. Subletting your room is prohibited, as is having guests stay in your absence.

Staff reserve the right to enter any room at any time for any purpose reasonably connected with the welfare and/or safety of the resident, any other member of the community, or any other person. This reserved right also extends to entering for any purpose reasonably connected to: the inspection, maintenance and repair of University Flats property including health and safety inspections and entry in case of any perceived emergency.

However, under normal circumstances staff will not enter a bedroom without advising the resident in advance.

Weapons

Firearms weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored or used at any University Flat under any circumstances.

This includes any type of air rifle, including BB and paint ball guns. Any resident (or guest) who brings any item deemed by the Head, University Flats to fall under this category will

be required to relinquish the item for the duration of residence, or to permanently remove the item from University property.

The Proctor's Office has a Gun Safe where firearms may be stored

University Flats Services

General

We are here to support you and facilitate your stay at the University of Otago.

Our office is located at 105 St David St and is open from 8:30 – 5:00 p.m. Monday to Friday, from time to time the office will be unattended but there will always be a message facility available.

The University Flats Office observes all University and Public Holidays and as such will be closed on these days.

We provide after hours support should you require Emergency Maintenance (03 479 8688) or Pastoral Care assistance (03 479 5088)

Academic Support

If any resident is in need of academic support then it is important that they approach the relevant academic department. They can also come to the University Flats office to discuss with us any problems and we can put students in touch with a variety of support networks.

University Flats also promotes the Language Match programme run by the Language School and also the conversational English classes that are available to all students at the University's Learning Centre.

If any student feels that they need some academic assistance then please contact either one of your CSPs or the Community Support Co-ordinator at the University Flats office so we can help you gain access to the services available within the University community.

Student Learning Centre

The Student Learning Centre, which is part of the Higher Education Development Centre, provides learning support, free of charge, to ALL enrolled students. Their services include:

- a **workshop programme** designed to help students to improve their learning strategies and their generic skills;
- individual assistance with learning issues;
- on-line study skills advice;

- a **student leadership programme**
- a student-led **peer support programme** for students of all ages and backgrounds.
- conversational English groups for students from a non-English speaking background

If you would like to know more about the services provided by the Student Learning Centre please visit their website. To contact the Centre, or to make an appointment with a Study Skills Adviser, phone 479 8801

Campus Watch Services

Phone: 03 479 5000 or 5000 from within the University or 0800 470 5000 (this is a free call even from a cell phone)

Campus Watch is a unique service that The University of Otago provides - their role is essentially one of pastoral care. The Campus Watch team are frequently seen walking around the Campus and are "walking information booths". Their knowledge base is huge so do please stop and ask them any questions you feel they may remotely know the answer to!

The Campus Watch team is an integral part of the University Campus and its nearby environs and endeavour at all times to assist, improve and maintain good relationships with the residents and businesses in North Dunedin.

One essential service that Campus Watch provides is in providing someone to walk you home at night if you are unsure and/or feeling insecure about walking either by yourself or with a friend.

Campus Watch also assist University Flats with an afterhours key service, so if you have locked yourself out of your flat they can let you in.

The Campus Watch Office is open 24/7 and there is always someone on duty that students can talk to or approach for assistance.

Events

Our primary purpose is to provide you with a safe and comfortable living environment that supports your academic goals, balanced with an environment that allows you to have time to relax experience Kiwi culture and have some fun.

At the beginning of each Semester University Flats will organise BBQ's for different areas, to which you will receive an invitation to. We also have outings which our CSP's run. In the first Semester there is an inter-College Sports Day which University Flats enters teams in. In the 2nd Semester there is an Inter -College Basketball competition in which University Flats again enters teams.

University Flats is different too in the sense that many of our residents travel away at the weekends to see other parts of New Zealand. As a resident of University Flats though there will be the opportunity for you to get together with students from other flats so please make the most of these opportunities.

Internet

How does the Internet work?

Each flat is supplied with a broadband service that does not require a telephone number, this is commonly called Naked DSL – this service will be supplied by Vodafone NZ. This service comprises a backhaul by wired solution followed by in-house wireless distribution.

Each student will be given the password to the modem in their flat – it is crucial that this access is not shared with anyone outside your own flat.

To read more on the Vodafone service you can refer to www.vodafone.co.nz/naked-broadband.

Do we have a Monthly Limit?

Yes - Each flat (three to six bedroom) will have a 60GB monthly allocation – if this allocation is expended then your internet will revert to “dial up” speed.

For one and two bedroom flats the monthly allocation is 20GB – again if this allocation is expended then your internet will revert to “dial up” speed.

The Kiwi Host in each flat will have access to the usage meter to assist with the monthly management of your allocation.

If your flat does not have a Kiwi Host this information will be available from the University Flats directly.

Can we Purchase more Usage?

Yes – the flat as a whole will have to agree and sign up with the University Flats to this upgrade to 120GB and there will be a one off charge of \$30.00 per student for the remainder of the semester.

For flats with a 20GB allowance - they may be upgraded to 60GB as a one off charge of \$60 per student.

Please note:- that if at the end of the month the flat’s GB allowance is in credit it cannot be added onto the next month’s new allocation.

Copyright (Infringing File Sharing) Act 2011

On 1 September 2011 this Act of Parliament became law in New Zealand.

This legislation has significant implications for students at the University of Otago. The downloading of infringing content by students is a breach of the Act and exposes both the University and the individual to potential liability.

Most materials available on the internet are protected by “copyright”. You must not download material from the Internet which is protected by copyright unless it is permitted under either the fair dealing provisions of the Act or a licence such as a creative commons license. See the University of Otago’s copyright webpage at: <http://www.otago.ac.nz/administration/copyright/>.

The University of Otago does not permit the use of file sharing applications other than for legitimate educational or administrative purposes. Examples of file sharing software are: Shareaza, BitTorrent, Ares, Kazaa, Limewire, BearShare and eMule. Inadvertent infringing file sharing may occur if you have a file sharing application running on your personal device and connect to the University’s supplied Vodafone network.

Most complaints involve downloading pirated movies, software, games and television shows posted on the Internet without the permission of the copyright owners.

Termination of Service

In compliance with the legislation if the University receives a formal complaint regarding illegal activity then the University will terminate the flat internet account for the remainder of the current semester for all students in the offending flat.

As it will not be possible to identify the actual student within the flat who is responsible for this termination, each student in the flat will be refunded the remaining portion of their original internet charge – it is therefore in everyone’s own interest that this is discussed at a flat meeting so everyone in the flat is aware of the consequence of an individual’s action.

Mail

Mail sent to our postal box will be collected and be available from the University Flats office during weekdays. We will advise of the arrival of mail via email.

If you are arranging a delivery by courier, these should be addressed to our physical address of 105 St David St – again we will advise you of an arrival via email.

It is strongly recommended that larger items or packages be sent to you via the University Flats – we are more than happy to assist with this service.

Maintenance

Maintenance issues arising in the flats need to be reported as soon as possible. Serious issues such as blocked shower drains have the potential to lead to expensive repairs and electrical problems often create unsafe situations. Report all maintenance issues by e-mailing flats@otago.ac.nz or by phoning the office on 4796535 or the on call phone on 021400843. The on call phone is active outside of work hours for emergencies only such as no water or no electricity in the flat. Other issues can wait until the office opens the next business day. It is our intention to attend to reported issues within twenty four hours of them being reported.

Pastoral Care

University Flats employs two staff full time, Community Support Co-ordinator (CSC) and the Assistant CSC, who are responsible for the pastoral care of its residents– their job is to help secure an environment of caring concern for all residents and to encourage a healthy community life, a proper mix of study, relaxation and good friendship within the wider University Flats community. The CSC has an open door policy and is happy to meet with residents both on and off campus. CSC contact details are widely available so please do contact them if you have any concerns at all, are unwell, need some advice or are simply homesick and suffering from a little culture shock.

The CSC is the direct supervisor of all Community Support People working for the University Flats. In addition the CSC provides guidance and organisation of all University Flats social and sporting events.

Rubbish, recycling and the Environment

Blue recycle bins and yellow topped recycle wheelie bins are provided for each flat. Both bins are numbered to the flat's street address and get put out for collection on alternate weeks. The blue bin is for recycling glass and the wheelie bin for tins, plastics, cardboard and paper.

General waste must be placed in regulation Dunedin City Council rubbish bags and put out on Sunday night along with the appropriate recycle bin for collection on Monday morning. Non compliant rubbish bags will not be collected. DCC rubbish bags can be purchased from your local super market. Please ensure you retrieve the recycle bin after collection to prevent it from going missing.

Recycling is a good way of reducing the negative impact our community has on the environment. It will also reduce the cost to you by cutting down on the number of rubbish bags required. We believe in reusing and recycling as much as we can.

No rubbish is to be left in kitchens. A small kitchen bin is provided to go under bench for immediate rubbish and this is emptied into the wheelie bin. Dumping rubbish in an area other than the appropriate bins or recycling bins is considered as inappropriate within the University community.

Further information on recycling and general rubbish collection can be found on the general notice board in each flat.

Financial Information

Acceptance of Residential Contract

When you accept a place in a University Flat you undertake a contract to pay for the full term of this residence.

The fees, semester period, payment deadlines and payment options are listed on our website <http://www.otago.ac.nz/uniflats/faqs.html#d> and this will also be stated in our email "Offer of Accommodation". There is no reduction in fees if residents go away during any of the period of residence.

Please note: The costs for damage that is attributed to an individual are passed on to the resident at the time, with reparation expected at the time.

A deposit of NZ\$500.00 is required and this must be paid prior to 15 January annually. Failure to make this deposit may result in your original accommodation offer being cancelled and your room re-allocated (see note below).

However non payment of the deposit does not release a student from their financial obligation should their room not be reallocated. If you have accepted your formal offer of accommodation you must communicate directly with the Head should you decide that you will in fact not be studying at Otago or no longer wish to take up the accommodation offer.

The deposit requirement is only applicable to semester one students.

The deposit is directly credited to your rent account.

Note: If your home or sending institution pays your accommodation costs directly to the University Flats you will not be required to pay a deposit.

The following Universities/sending institutions currently pay accommodation costs on behalf of their students:

Arcadia
 Australearn
 Brethren College Abroad
 Berea College
 Butler
 Brunei
 CIS – Centre for International Students
 Cornell College
 Linfield college
 University of Denver
 University of Scranton
 St Lawrence University

St Olaf College
Sultanate of Oman
Swarthmore College
Whitman College
Willamette College

Other Important Information

Electricity

It is also important to note that electricity is not included with your University Flats' Fee. Electricity costs are shared between each member of the flat.

To this end it is very important that the use and payment of electricity are discussed at a flat meeting, so each member of the flat knows and understands how the flat has agreed to use and share electricity costs.

Most University Flats have a heat pump in the common area – even though this appears to be large and therefore expensive to operate, compared with a small fan heater this is most certainly not true. During the colder months in Dunedin if your heat pump is set at around 20 degrees Celsius and used when you are at home this method of heating is the most cost effective means of keeping your flat warm. However if you run your heat pump at 26 plus degrees for hours on end, you will no doubt receive an electricity account similar to the GDP of a small country.

Laundry

Your flat is provided with a washing machine and dryer. The best way to dry your clothes is in the fresh air on your clothesline. However with Dunedin's climate this is not always possible; please remember that if you are using the dryer more often than your other flatmates, this can make a significant increase in your electricity account. Drying wet clothes in your room will cause problems with condensation and should be avoided.

Parking and Bicycles

There is no allocated parking for residents at any University Flat. However a large number of flats do in fact have parking available and this may be utilised by residents for their own vehicles.

It is expected that this resource will be managed by residents with due consideration of all. If you have any issues surrounding parking, please feel free to contact the University Flats office to discuss these further.

Bicycles are NOT permitted inside any University Flat at any time. It is strongly recommended that you utilise a lock to secure your bike as these have a habit of "walking"

Preparation and Packing

Prior to coming to University Flats you will need to give some thought to what you need to bring. To assist you here is an outline of what we provide and some suggestions regarding what to bring.

In each University Flats we provide;

Room: *bed, desk ,desk chair, wardrobe, drawers, heater, study lamp,*

Communal Areas: *Fridge-freezer, microwave, oven, crockery, cutlery, toaster, electric jug, pots and other cooking equipment, dining table and chairs, lounge chairs, coffee table and vacuum cleaner. washing machine, dryer and tub.*

We suggest you bring:

Personal items to make your bedroom feel homely

Musical instruments

Laptop/desktop computer - if you have one

National costume or suitable clothing for semi-formal occasions

Warm clothing (although these items can be purchased upon arrival)

When you are here you are responsible for purchasing:

Cleaning products for your flat

Toiletry items for yourself and within your flat

Food and grocery items are purchased in conjunction with other flatmates.

Other considerations

It is essential to bring very warm clothing. The Dunedin climate over winter can be very chilling with overnight temperatures falling below zero Celsius on a regular basis. We can have bitter cold winds, frosty mornings and sometimes even snow. University Flats are mainly heated by Heat pumps in the common areas and small electric heaters in the bedrooms. There is **NO CENTRAL HEATING** in the University Flats.

A sleeping bag is an essential item, for your first/last night at your flat or until you either hire a bedding package from the University Flats or purchase your own bedding. But a sleeping bag will also prove very beneficial for weekends that you might be away from Dunedin.

Self Catering

All University Flats are self catering and it is expected that each flat will formulate their own approach to both the cooking of meals and the purchase of food.

University Flats does not provide a meal plan.

All residents will share in the costs of day to day flat expenses ie toilet paper, laundry powder, dishwashing liquid, cleaning products. Please note that the Kiwi Host is not responsible for the full cost of these items.

Contact Details

It is suggested that you copy or print this page and leave it at home with your parents or guardian.

Our Postal Address is:

University Flats
P.O. Box 56
DUNEDIN 9016

Our Physical Address is:

105 St David St
North Dunedin
DUNEDIN

University Flats Telephone Numbers:

Head	64 3 479 5088	021 400 749
Community Support Co-ordinator	64 3 479 5980	021 279 5980
Assistant Community Support Co-ordinator	64 3 479 6532	021 279 6535
Administration	64 3 479 6535	
Property Manager	64 3 479 8688	021 400 843
Assistant Property Supervisor	64 3 479 8688	021 279 8688
Fax	64 3 479 8687	