

CAROLINE FREEMAN COLLEGE

Resident Handbook 2027



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■ Welcome to CAROLINE FREEMAN COLLEGE

Kia ora, Kia orana, Bula Vinaka, Malo e lelie, Namaste, and welcome to the Caroline Freeman College community.

It is our pleasure to welcome you to the Caroline Freeman whānau for 2027. We are excited about the year ahead and the opportunity to support you as you begin this new chapter.

Our college community is founded on the values of manaakitanga (hospitality and care), whanaungatanga (relationships and belonging), and kotahitanga (unity). These values shape our community and help make Caroline Freeman a place where everyone feels welcomed, supported, and encouraged to thrive. Here, you have the chance for meaningful connections, personal growth, memorable experiences, and academic success.

Whether you're studying, joining in college activities, meeting new people, or simply finding your place, we hope Caroline Freeman becomes somewhere you feel supported to make the most of your university experience and comfortable being yourself.

Curious, intelligent, and adaptable, the kea has become a proud symbol of our college. The kea represents the qualities that helped Caroline Freeman forge her own path and open doors for future generations. It reminds us that we all have the ability to explore, challenge ourselves, and contribute something meaningful to the communities we are part of.

Living in the Caroline Freeman community offers you the opportunity to embrace independence while being part of a supportive and connected community. With that independence comes a shared responsibility to respect others and make choices that help create a safe, welcoming, and enjoyable environment for everyone.

This Handbook is designed to help you settle into College life by outlining our shared expectations, the values that guide our community, and the support services available to you. Reading through this handbook will help you make the most of your time at the College and understand the responsibilities that come with living with others and being part of this community.

When you and your guarantor sign and return your contract, you confirm that you have read and accept the information contained within the Contract, General Conditions of Residence, Residents' Guide to Colleges and this handbook.

We're excited to welcome you to the Caroline Freeman community and look forward to meeting you soon.

Hei konā mai

Christina, Eric and Karun

OVERVIEW

Ōtākou rohe

Kāi Tahu are the iwi of Ōtākou, named after their tupuna (ancestor), Tahupōtiki. Through migration and inter-marriage, they have strong historical connections to Kāti Māmoe, Waitaha and Rapuwai.

Te Kareti o Caroline Freeman stands on Kāi Tahu occupied land. The whenua surrounding the College has long been a place of significance and sustenance for Kāi Tahu. Historically, this area was used as a mahika kai (food gathering place), with the Ōwheo (Leith River) providing sources of wheo (blue duck), kanakana (lamprey), and weka (woodhen). Tuna (eels) were gathered from the Taiari and Kaikarae rivers, often using hīnaki (fish traps) woven from kareao (supplejack), which grew throughout the area. Ko te Awa Ōtākou (Otago Harbour) has also provided an abundant source of kai moana (seafood), sustaining generations of Kāi Tahu.

(Mita is the sound and pronunciation of a language. Some of Ngāi Tahu substitute the 'ng' for 'k'. Ngāi Tahu becomes Kāi Tahu and Ranginui becomes Rakinui).

Caroline Freeman College

Caroline Freeman College is owned by the University of Otago and is operated through the Director of Campus and Collegiate Life Services.

The Tautiaki (College Warden) is responsible to the University and reports to the Director of Campus and Collegiate Life Services for the administration of the College and the welfare of the Residents.

At Caroline Freeman we endeavour to provide a:

- comfortable, secure environment
- a quiet place for effective study
- a home where discrimination on the grounds of gender, religion, ethnicity or sexual orientation is unacceptable; as is any form of bullying, either physically, electronically or verbally

We anticipate that everyone living here will take responsibility for their conduct and show care, concern and respect for the rights of others to create an inclusive and supportive living space.

Education and Training Act Code of Practice

Caroline Freeman College provides services consistent with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

<https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-practice-pastoral-care-domestic-tertiary/>

■ College Staff

Our staff team is known around campus for being friendly, welcoming and dedicated to tauira (student) success.

Our connections with university services enable us to assist in supporting your physical, psychological and spiritual wellbeing and health.

The College is staffed by a team of dedicated professionals who are committed to making Caroline Freeman College a great place to live. Christina Watson-Mills, Eric Nabalagi and Karun Rawat make up the Caroline Freeman senior management team. Liesl de Jaeger is our College Administrator, and we have a dedicated team of Kaiāwhina Whare (Sub-Wardens) who live within, and outside of the college.

Tautiaki (College Warden) Christina Watson-Mills

Christina has extensive experience in college communities, and kindness is at the heart of her approach. She is deeply committed to creating a welcoming, supportive, and connected environment where residents and staff can thrive. Christina oversees the day-to-day running of the college and is always happy to support you with college life, academic matters, or someone to talk things through with. Christina lives on site with her whānau and you'll find her around the college during the day, as well as on some evenings and weekends.

Tautiaki Piki (College Deputy Warden) Eric Nabalagi

We are incredibly blessed to have Eric as our Tautiaki Piki. Eric brings the warmth, generosity, and spirit of his Fijian heritage into everything he does. Eric supports Christina in the running of the community and also looks after our academic programme. There's a quiet magic in the way Eric creates connection and fosters community. He approaches his role with heart and authenticity. Eric lives on site with his whānau and is around the college in the afternoons, evenings and weekends.

Tautiaki Kaiāwhina (College Assistant Warden) Dr Karun Rawat

Karun is our Tautiaki Kaiāwhina. After leaving his home in Nepal, Karun travelled extensively before landing in New Zealand and he brings a global perspective and a warmth that quietly transforms the spaces around him. His kindness, gentle sense of humour and natural ability to connect with others help create an environment where everyone feels at ease. There's a sense of energy and care in the way he builds community, turning everyday moments into something a little more meaningful. Karun lives on site with his whānau and you'll find Karun around the college on afternoons, evenings and weekends.

Our **Administrator**, Liesl de Jaeger, hailing from South Africa, takes care of the behind-the-scenes magic that keeps our office and administrative systems running smoothly. You'll find her in the office during regular weekday office hours. Feel free to have a chat with Liesl or ask her any college related questions and she'll be more than happy to point you in the right direction to find the answer or find support.

The Kaiāwhina Whare (Sub Warden team)

Our Kaiāwhina Whare are senior students who are an important part of our Caroline Freeman staff team and community. They bring lived experience, a genuine care for others, and an understanding of the journey of moving away from home and beginning university life. Through their kindness, approachability, and willingness to be present, they help create the sense of connection and belonging that makes college feel like home.

Working alongside Christina, Eric, and Karun, the Kaiāwhina Whare team are here to support you, celebrate your successes, and help you navigate the challenges you may face.

Our Kaiāwhina Whare work on a rotating schedule. They are available to offer support during the early morning, evenings and weekends. You can locate the Duty Kaiāwhina in the office and around the college between 6.00am – 8.30am and from 5.00 pm - 11.00pm on weekdays. At weekends we have a duty Kaiāwhina available from 6.00am until 11.00pm.

To reach a staff member, you will find us around the college, or you can call us on the main office number 03 479 5590 24 hours a day 7 days a week.

We are also fortunate to have embedded teams within the college who provide additional support to our community.

Reece Burridge, our Facilities Co-ordinator, works closely with us to look looks the College. And the spaces we share. Reece takes care of our buildings, bedrooms and shared spaces, helping to make sure they are comfortable, well maintained and ready for college life. Reece also works with tradespeople and specialist contractors when we need extra expertise. While much of this work happens behind the scenes, it makes a real difference to the place you call home while you are here.

We have an experienced and dedicated kitchen team, led by Food Services Manager Brent Cowie. Brent and his team work hard behind the scenes to prepare the meals that are such an important part of the rhythm of college life. From the everyday breakfast rush to dinner at the end of a busy day, they take pride in the food they prepare and in the part they play in the everyday life of the College.

Supporting the daily care of our spaces, the housekeeping team, led by Team Lead Selena, helps keep the College clean, comfortable and welcoming. Selena and her team take pride in looking after the spaces that we use every day, helping create an environment that feels cared for, comfortable and homely.

■ Caroline Freeman Ethos and Values

Our community is founded on *manaakitanga* and *whanaungatanga*, caring for one another and building meaningful relationships and community. Together, we create a place where everyone feels welcomed, respected, and valued. By embracing these principles in our everyday interactions, we foster a community where people feel they belong, build lasting connections, and are supported to live, learn, and grow.

Our Values

Our values guide how we live together and shape the culture of our community.

- **Manaakitanga**
We show kindness, generosity, and respect by caring for ourselves, supporting others, and contributing to a safe and welcoming environment
- **Whanaungatanga**
We build meaningful relationships through connection, including and mutual support, creating opportunities for everyone to feel connected and included
- **Respect**
We value the dignity, perspectives, and experiences of others, treating everyone with fairness, empathy, and consideration
- **Responsibility**
We take ownership of our actions, contribute positively to our community, and care for the people and places we share

- **Kotahitanga:** We foster a strong sense of collective responsibility, recognising that every resident contributes to the wellbeing, success, and sense of belonging of the Caroline Freeman College community. Through mutual respect, collaboration, and support, we work to create an environment where individuals and the community can flourish together.

■ Caroline Freeman College History

Caroline Freeman College was established in 2000, originally named City College. The college was founded through a partnership between the University of Otago, the College of Education, and Otago Polytechnic. In 2018, the University of Otago became the sole owner of the college, continuing its commitment to providing a vibrant residential community for students.

Following this change, the college was renamed Caroline Freeman College, honouring the University of Otago's first female graduate. Shortly afterwards, the University incorporated the former Abbey College buildings, a neighbouring residential community, into Caroline Freeman College to increase capacity and enhance student amenities.

Today, Caroline Freeman College is a vibrant and diverse undergraduate community, known for its welcoming atmosphere and values-based culture. We are well known for supporting taura in their academic and personal growth and building a community that fosters a strong sense of belonging, connection, and mutual respect.

Our name carries a story that continues to shape who we are. Caroline Freeman completed her degree in 1885 after years of part-time study and immense perseverance. Her journey was not simply about being the first woman to graduate from the University of Otago; it was about finding her place in spaces where she was not always expected to belong, while remaining true to herself.

Caroline's story reminds us that belonging is not about fitting into what already exists, it is also about having the courage to contribute, challenge expectations, and open doors for others. Her legacy reflects the community we strive to maintain: one where people from many backgrounds can bring their whole selves, pursue their aspirations, and help shape the future for themselves and those who come after them.

□ LIFE AT CAROLINE FREEMAN

■ Semester Dates

Semester dates for 2027 are as follows

Semester 1	
Event	Date
College Opens	Saturday 20 th February
Preliminary Lectures	Friday, 26 February
Lectures Begin	Monday, 1 March
Mid-Semester Break	Friday 26 March - Sunday 11 April
Lectures Resume	Monday 12 April

Lectures End	Friday 4 June
Examination Period	Wednesday, 9 June - Wednesday 23 June
Semester 2	
Event	Date
Lectures Begin	Monday 12 July
Mid-Semester Break	Saturday 28 August - Sunday 12 September
Lectures Resume	Monday 7 September
Lectures End	Friday 15 October
Examination Period	Wednesday 20 October - Saturday 13 November
College Closes	Mid-day Sunday 14 th November

Your contract ends **24 hours after your final scheduled examination**. You are expected to complete your departure arrangements and vacate the college room by this time.

For more key dates please refer to the University of Otago website

<https://www.otago.ac.nz/news/academic-key-dates>

■ Arriving at the College

The College will open at 8.30am on Saturday 20th February 2027 and we would like everyone to be in residence by 2.00pm on Sunday 21st February 2027 for our Official Welcome.

We are not able to accommodate any early arrivals prior to the college opening on Saturday 20th February (except for Summer School or Jumpstart students.) In the event that you have circumstances requiring you to arrive prior to the College opening, please let us know so we can point you in the direction of private or university accommodation.

Any additional night in university accommodation will be subject to the rate applicable to the room type selected.

What to Expect When You Arrive

When you arrive, our staff team will be waiting to greet you. They will assist you in getting settled into your room and introduce you to fellow residents. Shortly after you arrive, we will arrange an appointment with either Christina (Tautiaki), Eric (Tautiaki Piki) or Karun (Kaiāwhina Tautiaki). These meetings are designed to check in on how you are settling in and the support you might need. Many who take advantage of these meetings find them to be helpful in kickstarting their journey at Otago.

We recognise that arriving in a new place can bring a mix of emotions, so we've planned a variety of activities throughout the days and evenings to help you connect with others and ease into College and University life. Our aim is to support you in navigating this transition and do our best to help you feel comfortable and settled.

■ Academic Support

The Caroline Freeman academic support programme, which starts during your first weeks of lectures is designed to help you enhance your learning skills. In our programme you will find an interactive learning environment where you can share ideas with others and reflect on your own learning. We offer subject-based tutorials and general study skills sessions to support your learning. If we're unable to provide a tutorial for a paper you need help with, we'll assist you in accessing a tutorial at another college, if one is available

We can also help you gain access to the services available within the University community, so if you need (or would like) extra academic assistance please come and talk with us.

Blackboard and Student Email

It is important that you login to blackboard and check this and your university email regularly (daily) so you can find your course materials, information, updates and answers to FAQs for your course.

<https://blackboard.otago.ac.nz/>

<https://www.otago.ac.nz/smlanding/>

The University of Otago first year student webpage also offers some very useful information, and we recommend that you also make yourself familiar with this page

<https://www.otago.ac.nz/first-year-students/index.html>

Study Areas

We have other areas where you can hit the books or get that assignment completed. You may wish to study in one of our many tutorial rooms, the dining room (outside of meal hours), the Rata lounge, the library, the Loft or one of our many outdoor spaces.

Please note: A condition of residence at Caroline Freeman requires residents to authorise the University of Otago to release their enrolment details and academic results to the Tautiaki for the time they are living at Caroline Freeman College. Receiving this information enables Caroline Freeman to adequately assist you in your academic progress.

■ Artificial Intelligence Tools

The University may use artificial intelligence tools to assist with certain administrative tasks. All AI assisted processes are overseen by University staff. For further information regarding the University AI Governance Policy and a full list of recommended AI tools, please check [AI Governance Policy](#)

■ Complaints Procedure

It is important to us that concerns or complaints are addressed and resolved as quickly as possible. In order to ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of issues raised. For more information, please refer to the Residents' Guide to Colleges.

■ Conduct

Why expectations matter

As Caroline Freeman College is home for all of us during the year, we all have a role in creating a community where people feel safe, respected, included, and able to flourish.

We expect you to show consideration and respect for the rights, wellbeing, and experiences of others. In turn, you can expect the same respect from those around you.

Living in a residential community is an opportunity to develop independence, make responsible choices, understand the impact of our actions, and contribute positively to the lives of others.

Supporting Positive Choices

Most concerns are resolved through conversation, support, and guidance. Our first response is to help residents understand expectations, reflect on their choices, and make positive changes.

General Conduct Concerns

Kaiāwhina are often the first staff members residents will interact with regarding minor concerns. This may include a conversation, reminder of expectations, or support to make a different choice.

Kaiāwhina do not determine formal disciplinary outcomes; however, residents are expected to respond appropriately when concerns are raised. If behaviour continues or concerns cannot be resolved, the matter may be referred to senior staff for further consideration.

When a Formal Process May Be Required

While many matters can be resolved informally, some behaviour may be serious enough to require a formal response.

A serious misconduct process may be initiated where behaviour does not meet the expectations of the College or where there are concerns about the safety, wellbeing, or rights of others.

Throughout this process, residents have the right to be supported by a support person and are encouraged to seek advice from appropriate support services.

Possible outcomes may include:

- no further action
- warnings
- educational or restorative measures
- restrictions or conditions
- fines or reparation
- protective measures
- suspension
- termination of the Accommodation Agreement

The response will depend on the circumstances, including the seriousness of the behaviour, the impact on others, and the resident's engagement with the process.

Matters Requiring Additional Support or External Processes

Some matters, including allegations of sexual misconduct or potential criminal behaviour, are managed under specific University policies and procedures and may involve the University or external agencies.

Where necessary, interim measures may be implemented to protect the safety and wellbeing of the College community while matters are being considered.

Your Responsibilities as a University Student

As a University of Otago student, you have agreed to abide by University policies and procedures, including:

- University of Otago Code of Student Conduct
- University of Otago Ethical Behaviour Policy

Your responsibilities also extend beyond Caroline Freeman College

Behaviour of concern that occurs while visiting or participating in activities at another University of Otago residential college may be reported to us and may result in a conduct process.

Fair Process and Appeals

We are committed to ensuring that concerns are managed fairly and consistently. Due process will be followed in all formal conduct matters, and residents have access to an appeals process.

For detailed information about procedures, specific incident types, possible outcomes, and appeals, please refer to the Residents' Guide to Colleges.

■ Confidentiality and Information Sharing

Your privacy is important to us, and staff will treat your personal information and any concerns you share with respect and care.

Our staff work as a team to provide you with support throughout the year. This means that information about your wellbeing, studies, behaviour, or other matters relevant to your experience in the College may be shared where this is necessary to support you or fulfil our responsibilities.

Christina has an overall responsibility for the wellbeing and operation of the College and works closely with staff to ensure residents receive appropriate support, and therefore all staff members are required to consult with her over residents' matters. Christina only shares personal or sensitive information on a "need to know basis" with other staff.

In some situations, staff may recommend that you seek additional support from Student Health, the Mental Health and Wellbeing team, or another appropriate service. There may also be circumstances where Christina, Eric or Karun need to share information with relevant people or organisations, including parents or caregivers, health professionals, emergency contacts, or financial guarantors. This will only occur where it is appropriate, necessary, or required

This may occur when:

- we have concerns regarding the health or wellbeing of a resident
- there is a clear or imminent danger to a resident or staff member, including Kaiāwhina
- there have been continued or serious breaches of the College or University guidelines or policies
- payment of accommodation fees is in arrears

■ Environmental Conscience

We care about our planet, and we do our best to be proactive in taking care of it. Recycling, and careful waste disposal, is a good way of reducing the negative impact our community has on the environment. We believe in refusing, reusing and recycling as much as we can.

You will find a range of recycling, reducing and waste disposal initiatives at Caroline Freeman.

We encourage and provide communal facilities for recycling of paper, cardboard, glass, cans and other products. All residents are expected to recycle appropriately. We also encourage conscious use of electricity and water.

No rubbish is to be left in kitchens or any common area of the College. Dumping rubbish in an area other than the appropriate bins or recycling bins is considered as inappropriate within the Caroline Freeman community.

■ Food

Caroline Freeman provides three meals a day for all residents. Our food services team have developed menus that are varied and nutritious. Menus are based primarily on contemporary New Zealand cuisine while regularly incorporating a variety of internationally inspired meals. **Please note that our dining and kitchen areas are nut free zones. Nuts and nut products must not be brought into or consumed in these spaces at any time. In shared or communal areas, nuts and nut products must not be present or consumed where they may pose a risk to individuals with nut allergies.**

Managing Food Allergies in College Dining

While our food preparation processes follow strict allergen and faith-based practices, we cannot guarantee that our kitchens and dining areas are completely allergen-free or fully meet all faith-based requirements.

The University's colleges are committed to providing a safe and inclusive dining experience. To support this, all students with food allergies must complete and sign the Student Allergen Declaration Form prior to arrival.

On arrival, anyone with dietary needs must meet individually with the Food Service Manager to discuss their specific allergen management needs. This communication will continue throughout the year to ensure the food services team is providing appropriate support. Students with known allergies should not consume food directly from the servery. If you have a dietary need or food allergy, please speak directly with a servery staff member at each mealtime and complete a meal request form. Special dietary meals will always be prepared separately to reduce the risk of allergen exposure.

Despite robust food safety practices, there are inherent risks in a shared dining environment that cannot be fully eliminated. These include cross-contamination from shared utensils, human error, accidental contact with allergens, and the possible presence of trace allergens from suppliers, during preparation or from others in the dining room.

For this reason, we cannot fully guarantee that food served from the dining room servery is completely free from allergens.

Students with severe allergies must work closely with the catering team to plan and manage their meals. This shared responsibility is essential to reducing risk and supporting a safe dining experience.

Our staff are well trained and available to help. Ongoing communication is key to ensuring a safe and positive dining environment for all.

We offer halal meal options, with a focus on food suitability. Halal meals use halal meat (beef, lamb, and chicken) and contain no pork or alcohol ingredients.

Halal meals are prepared within the college kitchen which is not exclusively halal, as pork and alcohol products may be used in other food preparation areas.

If you require halal meals, we encourage you to liaise with the catering team so we can support your dietary needs.

Please note that we may not be able to provide individual or bespoke meals if you choose to remove a food or food group from your diet. Where this is the case, or if you are considering making changes to your diet, our kitchen team will be happy to talk with you about the any available options within the menus we provide.

Meals - Breakfast, Lunch and Dinner

Our fabulous dining room is an integral part of your college experience. To help everyone feel comfortable clothing should be appropriate. For health and safety reasons, footwear is always required.

To be helpful to dining room staff we are required to clear our crockery, cutlery, glasses and food scraps from our tables, placing them in the appropriate clearing stations. Crockery, cutlery, or any other equipment from the dining room is to remain in the dining room.

You may have a guest dine with you in our dining room. Guests must be registered, through the office, and a guest dining charge applies.

Mealtimes are advertised around the college and at the dining room.

Late meals and sick meals may be ordered through Te Puna. Packed lunches are also available and sign up for these is in the dining room.

ID Card Scanning in the Dining Room

We will scan your University ID card in the dining room twice a week as part of our ongoing commitment to your wellbeing.

Why Do We Scan Your ID Card?

Your ID card is scanned at dinner twice a week to help us understand how our community is engaging and to support the wellbeing and safety of all residents.

Scanning helps us to:

- record dining room attendance
- identify when additional support may be needed
- maintain College security and accurate records
- better understand participation in College life and enhance pastoral care

We appreciate your cooperation with this process. The information collected helps us provide a safe, connected, and supportive environment for everyone in our community.

■ Positive Wellbeing and Selfcare

Success looks different for everyone. For some of us, it may be achieving academic goals or particular grades; for others of us, it may be developing confidence, building friendships, learning something new, contributing to the community, or discovering more about yourself.

We recognise that wellbeing plays an important role in helping you achieve what matters to you. Looking after wellbeing is not just about responding when things become difficult; it is also about building the foundations that help us thrive every day.

Our approach to wellbeing is guided by Sir Mason Durie's Te Whare Tapa Whā model of health and wellbeing. This model reflects a Māori understanding of wellbeing, represented as a wharehau (meeting house) supported by four interconnected walls:

- **Taha wairua** - spiritual wellbeing
- **Taha hinengaro** - mental and emotional wellbeing
- **Taha tinana** - physical wellbeing
- **Taha whānau** - family and social wellbeing

When these areas are supported and balanced, we are better placed to flourish.

Wellbeing

Wellbeing is strengthened through connection, belonging, and the relationships we build with others. College is a place where you can develop independence while also being part of a community that supports you.

We encourage residents to actively engage in College life by:

- getting to know others and building friendships
- participating in College activities, events, and shared experiences
- joining clubs, societies, and opportunities beyond the College
- contributing to the community through leadership, volunteering, and service

We are proud of our community. Every resident brings their own experiences, perspectives, strengths, and identity. We are committed to creating an inclusive environment where people feel respected, valued, and able to be themselves.

Supporting Your Wellbeing

We understand that everyone's journey through university is different. There may be times when things feel challenging or overwhelming, and asking for support is an important part of looking after yourself. Our role is to provide a safe, welcoming environment and connect you with the support you need to thrive. Support available includes:

- college staff available onsite 24 hours a day, seven days a week
- staff trained in pastoral care, with a commitment to inclusion and respect
- individual check-ins, guidance, and support navigating college life
- connection to mental health and wellbeing services through the university and wider community
- healthy and nutritious meals (please refer to the food allergens section of this handbook)
- staff trained as first aiders and fire wardens
- overnight onsite security support
- connection with the university's disability information and support service for residents with disabilities, impairments, injuries, or medical conditions that affect their ability to study
- access to the wide range of support services available across the University and wider community

University support services include:

- Māori Centre
- Pacific Island Centre
- Chaplaincy Services
- OUSA LGBTQIA+ support and guidance
- International Office

Looking After Yourself

Taking care of yourself is an important part of wellbeing. We encourage you to develop healthy habits and make choices that support your wellbeing, including:

- eating well
- maintaining healthy sleep patterns
- staying active
- making positive social choices
- taking time for rest, creativity, and reflection
- asking for support, sharing concerns, and seeking solutions when challenges arise

We can provide guidance, opportunities, and a supportive community to help you connect and grow. While you are responsible for managing your own wellbeing and College experience, you are not expected to navigate challenges alone. Taking an active role in your wellbeing means having self-management skills, making responsible choices, seeking support when needed, engaging with opportunities, and building relationships.

■ Residents - Who Lives Here

Caroline Freeman is a vibrant, diverse and talented community of first year students. Residents come from within New Zealand and around the world, each sharing a drive to succeed.

Under 18 International students

In order for us to provide appropriate care for under 18 International students we follow the Special conditions for international students aged under 18 as required by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

The Code of Practice requires the University of Otago to document any transfer of care from your Residential College to any other person. Care can only be transferred to someone from whom we have approval from your parents/legal guardian.

It is also illegal under New Zealand law for those under 18 to consume alcohol.

Therefore, by accepting a place in the College, you agree to the following conditions until the date of your 18th birthday:

- return to the College by 11.00pm each evening. If you anticipate being slightly late, the College shall be informed
- if planning to stay elsewhere, you must give us sufficient notice to obtain approval from your parents. You must not stay overnight away from the College until you have approval from the College
- no guests are to stay overnight in your room
- no consumption of alcohol, regardless of whether consumed at the College or elsewhere

Any under 18 international student who breaches these conditions may face a consequence as outlined in our Misconduct section or as outlined in clause 7 of the General Conditions of Residence of the accommodation contract.

Returning Residents

Whilst we support the opportunity to move into a private flat in second year, we do accept a small number of residents who wish to reside at Caroline Freeman for a second year. Applications to be a returner open in August.

Flatting References

Most of our residents head out into private accommodation in their second year of study. It is usual for landlords to require a flatting reference from your previous or current place of accommodation. The Tautiaki will provide email and phone references as requested, however, we do not provide any reference until the second semester of the year. Please be aware that landlords will require information from us in relation to how well you meet your required financial obligations; any damage you may have caused; your levels of tidiness etc.

■ Social and Events Programme

Our primary purpose is to provide you with a living environment that supports your academic goals, balanced with an environment that allows you to have time to relax and have some fun. We run a diverse social programme throughout the year giving you many opportunities to participate in a variety of social, cultural and sporting activities. We also participate in the Inter-Collegiate cultural, games and sporting competition. Whether on the field or on the sidelines, we value fairness, respect, and positive engagement.

Volunteering and community service are important to us, and we provide opportunities for you to take part and give back to the wider community. We encourage you to make the most of Caroline Freeman by getting involved.

■ Residents' Committee

The Caroline Freeman ResCom helps promote the Caroline Freeman community spirit. The Residents' Committee (formed at the beginning of the year) helps plan and organise some of the college's many events and provide us with valuable insight to help us shape our community.

■ Student Voice

Your experience at Caroline Freeman is important to us. We recognise that you have expertise and knowledge that can offer insight and opportunity. We encourage you to share your ideas, thinking and feedback with us (either through ResCom or directly to the staff team) so that we can better support you and enhance your year. The University conducts an annual resident survey for all residents of the residential college system. We encourage you to complete this when it is available.

■ Whānau Parents Caregivers

The role of parents, caregivers, guardians and whānau remains very important during the years you spend at university. We encourage parents, caregivers, guardians and whānau to reach out to us with any concerns regarding your well-being so we can help provide referrals and support as needed.

□ COMMUNAL LIVING

Living together with a large number of others may be a new experience for you. We understand that queueing (for food, the bathroom and other resources), noise, early starts or late nights may be something that you have not previously experienced. We are here to help you navigate these new experiences as you progress on your first-year journey. Prior to your arrival we will ask you to provide us with some information about yourself to help us find the best area for you to live in based on your requests.

■ Alcohol at Caroline Freeman

Everyone makes different choices about alcohol. Some residents choose to drink, while others choose not to, and both choices are respected. If you choose to consume alcohol, you are expected to do so responsibly and in a way that supports the safety, wellbeing, and comfort of others. Our approach is centred on manaakitanga, caring for ourselves and one another and we believe that alcohol should never become a barrier to safety, respect, wellbeing, or the ability of others to feel comfortable in their home.

Alcohol Expectations

- alcohol may only be consumed in apartment common areas
- alcohol may not be consumed in bedrooms or communal college spaces
- guests may not consume alcohol within the college community*
- no more than ten people may consume alcohol in an apartment at one time
- alcohol-free apartments are available where there is sufficient demand

* As the College has responsibility for the safety and wellbeing of residents, allowing guests to consume alcohol creates additional risks and responsibilities that sit beyond our role in supporting our residents.

Alcohol Restrictions

Some items and activities are not permitted because they are associated with higher-risk drinking:

- spirits, liqueurs, fortified wines
- kegs
- home brewing and associated equipment
- drinking games or binge-drinking paraphernalia or equipment
- alcohol deliveries
- alcohol in glass bottles smaller than 500ml
- alcohol stored in public view (e.g. windowsills, communal areas of apartments)

Alcohol and Conduct

Alcohol does not excuse behaviour that is unsafe, harmful, disruptive, or inconsistent with our community expectations. Excessive alcohol consumption can place you and others at risk and is not consistent with our community expectations. Residents whose alcohol use creates concern may be required to meet with senior staff for support, education, pastoral intervention, or conduct processes.

Being under the influence of alcohol does not excuse unacceptable behaviour and will not generally be considered a mitigating factor. Residents whose alcohol use results in unsafe, disruptive, or harmful behaviour may be subject to the interventions or consequences outlined in the Conduct section.

Alcohol Free Areas

We offer alcohol-free apartments based on demand. In these apartments people may not carry, store, or consume alcohol within the apartment. Information about the location of alcohol-free apartments will be provided at the start of the year as required.

Residents under 18 years of age

Residents under the age of 18 may not carry, store, or consume alcohol within the Caroline Freeman community. Residents under 18 will meet with a senior staff member at the beginning of the year to discuss these requirements. Breaches of this restriction, including supplying alcohol to an underage resident, may result in interventions or consequences under the Conduct section.

Alcohol and Study Zone

During the two-week Study Zone period before examinations, residents are expected to support a quiet and focused study environment. During this period:

- alcohol may not be consumed after 7.30pm
- overnight guests are not permitted

Once introduced, Study Zone expectations remain in place until the end of the semester.

The College may introduce additional alcohol-related expectations or restrictions where necessary to support resident wellbeing, safety, or operational requirements. These guidelines may also be reviewed and updated in response to changes in legislation or circumstances. Residents are responsible for ensuring their guests understand and follow College expectations. Staff may require any guest whose behaviour is unsafe, inappropriate, or inconsistent with the values of the College to leave Caroline Freeman property immediately.

If you would like to explore your relationship with alcohol, whether that means making different choices, reducing your intake, or seeking support, we encourage you to talk with us so we can help you access support.

You can find more information on safe alcohol practices at:

<https://www.alcohol.org.nz/>

<https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/>

<https://www.hellosundaymorning.org>

■ College communal Living

Everyone has different needs when it comes to study and living environments. Living successfully in a shared community requires respect, consideration, and cooperation.

As a resident, we expect you to:

- treat others with respect and consideration
- respect College property and furnishings
- report any damage promptly
-

When accepting a place at Caroline Freeman, you will be asked about your living preferences. While we take these into account when allocating rooms and apartments, we cannot guarantee placement with people whose interests, habits, or lifestyles align perfectly with your own.

Staff, including Kaiāwhina, will regularly visit apartment common areas as part of our commitment to resident wellbeing. Please feel free to let them know if you need any support or assistance.

■ Communication

We use many media for communicating with you throughout the year. These include but are not limited to personal communication, Instagram, email, text, letters and phone calls.

Email: Please ensure your email address is current and up to date in eVision. Important information will be sent you via your student email address so please ensure you check this regularly (daily).

Instagram: We use Instagram as one of our primary communication channels. Each year, we create a dedicated page for that year's residents. We highly recommend that you have an Instagram account to stay updated and connected.

Calls or Texts: Please ensure you have updated your eVision with your current New Zealand mobile phone number so we can contact you quickly regarding important updates or any matters requiring your immediate attention.

■ Drugs and other such substances

Illegal Drugs

The University has adopted a zero-tolerance policy in respect of the possession, use or distribution of illegal drugs by residents of its colleges while on university property or while attending a college event. Where disciplinary process establishes that the Resident has committed a breach of this policy, the contract will automatically be terminated by the Tautiaki, but this sanction may be reviewed through the appeals process below.

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 a Resident faces an allegation that amounts to criminal behaviour, or where the circumstances otherwise make it inappropriate for the Resident to remain in the College while the matter is considered, the Tautiaki may suspend the Resident from the College until the process is complete. In such circumstances, the Resident may be offered accommodation at another College but shall not be entitled to such an arrangement being made.

Where any sanction is imposed by a person other than the Tautiaki, the Resident shall be entitled to have that sanction reviewed by the Tautiaki (College Warden). For further information on how to appeal any sanction, please refer to the appeals process.

The Director may determine any appeal as they think fit, or, in their absolute discretion, refer the matter to an Appeals Panel for determination. Each Appeals Panel shall comprise not less than three persons appointed by the Director. An Appeals Panel shall regulate its own procedure and its decision on any matter shall be final.

Legal Substances

At any given time, a substance can be classed as legal and yet it can have a serious effect on your mental and physical health, some of these are not yet known. The legality of substances is something that can change suddenly as a result of government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or the College. While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown health effects they have. Our expectation is that you will not have any drugs apart from your prescribed medication or over the counter products in your possession. The only 'legal substance' that we allow to be used at Caroline Freeman College is alcohol and this is subject to college rules and current legislation. Any Resident found in the possession of, under the influence of or using a legal high will face disciplinary action.

Any resident found in the possession of, or using a legal substance not allowed within the Caroline Freeman community may face a consequence or intervention as outlined in the Misconduct section, which may involve being suspended or excluded (termination of residence) from the Caroline Freeman community. Suspension or termination of residence due

to possession, use or distribution of legal substances not allowed within the College, does not affect the resident's ongoing liability for their remaining annual residential fees.

Drug Related Paraphernalia

As we do not condone the use of illegal drugs, or legal substances, and the presence of drug utensils and/or drug related paraphernalia within our community or grounds will not be tolerated. Anyone found to be in possession of, or using such items will face disciplinary action, which may involve being suspended or excluded (termination of residence) from the Caroline Freeman College community. Suspension or termination of residence due to possession, use or distribution of drug utensils and/or drug related paraphernalia does not affect the Resident's ongoing liability for their remaining annual Residential fees.

■ Guests and Visitors

Your friends and whānau are most welcome to visit you at Caroline Freeman. We ask that you ensure your visitors and guests are familiar with Caroline Freeman philosophies and policies. There is a charge, per meal, for anyone dining with us.

Meals provided by the College are for the resident they are provided to. This means you cannot give food from your meal to a guest, even if you are not going to eat it yourself. This helps us keep our meal service fair and consistent for everyone, and ensures we know who is being provided with food through the College dining service.

Please remember that guests may not bring alcohol to or consume alcohol at Caroline Freeman. Any guest found to be in breach of this condition will be asked to leave immediately.

You must accompany your guest when they are at the college. For the ongoing security of our community please do not give your key or the access codes to our gates to any other person.

Whilst we welcome your guests and visitors, we reserve the right to ask any guest or visitor to leave the property and to withdraw permission for any visitor/guest to be on the premises or within Caroline Freeman property if we deem it necessary to do so.

Overnight Guests

Our facilities are designed for our resident community, so overnight guests are considered a privilege. A charge of \$10 per night, plus meal charges where applicable, applies to all overnight guests.

To help us maintain a safe environment, overnight guests must be registered at least 24 hours in advance. Guests must meet with a staff member on arrival, stay in the resident's room (not communal areas), and may only stay when the resident is also staying in the College. You are responsible for providing any bedding required (e.g. mattress, duvet, pillow etc) for your guest.

Overnight guests are generally expected to be aged 17-21, reflecting the age of our resident community. Guests under 17 require approval from both a parent or guardian and the College before arrival. We are unable to accommodate parents, guardians, grandparents, or other adult family members overnight. In the case of an emergency or medical emergency senior staff may, at their discretion allow a parent or guardian to stay at the college. The discretion for this decision lies solely with the senior staff team.

Guests may stay for a maximum of three nights in any seven-day period. Unauthorised guests will incur a charge of \$75 per night, charged to the resident hosting them.

Please be aware that we do not allow:

- a resident to have more than one overnight guest per night
- your overnight guest to stay with other residents
- overnight guests for the first two weeks of the first semester.
- overnight guests for the first weeks of the second semester.
- overnight guests during study zone (2 weeks before exams and during exams until the end of each semester.)
- overnight guests during large entertainment, sporting or other such events being held in Dunedin or nearby (including but not limited to - Test level sports matches, concerts, Hyde Street party, Southern Sounds festival etc.)
- overnight guests for the night prior to, the night of, and the night after St Patrick's Day
- guests or overnight guests at other times, as deemed necessary and advised by the senior management team.

PLUS 1 Pass

You may apply for a Plus 1 Pass to host a partner, sibling, or close friend for a who may frequently stay at the college. Approval is required in advance and is granted at the discretion of senior staff. Meals must be paid for separately. The cost of a Plus 1 Pass is \$30.00 per semester, please note this does not include meals and bedding is not provided. These guests may not stay more than three nights in a seven day period.

The College reserves the right, at the sole discretion of senior staff, to revoke a Plus 1 Pass at any time. Revocation may occur for any reason, including but not limited to

- breach of college regulations or policies
- conduct deemed disruptive to the College community
- failure to comply with health, safety, or security requirements, or
- a change in relationship to the resident
- any circumstance which, in the opinion of senior staff, renders the continued validity of the Pass inappropriate or unsafe

No compensation or entitlement to a replacement pass, refund, or appeal is implied by the issuance of this Pass. The decision of the Tautiaki (College Warden), or delegated senior staff member, in relation to revocation shall be final.

■ Respectful Behaviour

While we welcome your expression of views and recognise that in any community there will be different perspectives, opinions and behaviours, all residents are expected to communicate and behave in ways that respect the rights, dignity, and wellbeing of others. Behaviour, actions, or communication that are abusive, harassing, threatening, intimidating, discriminatory, harmful, or targeted at an individual or group are not acceptable in our community. Please see the Residents' Guide to Colleges for more information on bullying, harassment and anti-social behaviour

Consent

In all relationship matters it is essential that mutual respect and consent is followed by both parties. All Residents of the College must be very clear on the meaning of sexual consent. Complaints of sexual activity without consent will be treated as serious misconduct and investigated in line with the University's Sexual Misconduct and Response Team (SMART) Policy and/or the NZ Police.

<https://www.otago.ac.nz/administration/policies/otago711781.html>

The following are very good guidelines.

- Consent must be **CLEAR**. The absence of a no does not mean yes. Silence is not consent. No means no.

- Consent must be **COHERENT**. People who are asleep or incapacitated by drugs or alcohol cannot give consent.
- Consent must be **WILLING**. It is never given under pressure, whether that is emotional or physical manipulation or threats being used.
- Consent must be **ONGOING**. If someone consents to one sexual activity, that doesn't mean consent to all activities.

As a collegiate community you are also responsible for each other. Please look after your friends and be pro-active in supporting anyone who is in potential danger or harm.

During the first weeks of the College year, Te Whare Tāwharau will come to the College and provide the CommUNITY102 workshop. This is a workshop designed with first year students in mind, to explore ideas about relationships, unpack consent and the different experiences you might have at uni. This workshop lets you explore ideas about relationships, alcohol and sex and learn skills to create a community that looks out for everyone. You'll be able to use the skills and info you learn in the workshop in your college community, making it safer and more fun for everyone. By taking the time to learn about consent and think about what you want out of your university experience, you're saying that you want to be a part of a community that everyone thrives in.

By taking the time to learn about consent and to consider your values, you are saying that you value having a community that everyone thrives in.

You may find these of use for further information about consent:

<https://www.youtube.com/watch?v=oQbei5JGiT8>

<http://www.areyouok.org.nz/resources/free-resources/you-me-us-booklet/>

[Male Survivors \(toah-nnest.org.nz\)](http://toah-nnest.org.nz/)

<https://thewalrus.ca/what-consent-means-in-the-age-of-metoo/>

<https://www.theglobeandmail.com/opinion/metoo-young-men-and-consent/article37341952/>

Reporting

The University of Otago's sexual violence support and prevention centre is called Te Whare Tāwharau. They offer free, confidential support for any student who needs assistance and are available for walk-ins and phone support.

<https://www.otago.ac.nz/te-whare-tawharau>

If you have had an encounter or incident that leaves you feeling uncomfortable or uncertain you are encouraged to seek help and support. You can approach any member of college staff who will treat you with respect and care. A staff member may encourage you to seek additional assistance from the College management. You may also wish to contact a support agency.

- Te Whare Tāwharau - 0800 479 379
- NZ Police - 111
- OUSA - 03 479 5332
- Student Health - 03 479 8212
- Healthline - 0800 611 116
- OCASA Dunedin - 03 474 1592
- Male Survivors Otago- (03) 425 8018
- Youthline - 03 477 2461

Harmful Digital Communications

Please refer to the Residents' Guide to Colleges check the policy here [Digital Communications Policy](#)

Cyber Safety

Please refer to the Residents' Guide to Colleges

Both Caroline Freeman College and the University of Otago view harassment and anti-social behaviour very seriously. We support the following University policies:

University Ethical Behaviour Policy

<http://www.otago.ac.nz/administration/policies/otago003161.html>

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Caroline Freeman community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

University of Otago Code of Student Conduct

<https://www.otago.ac.nz/proctor/otago670687.pdf>

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Caroline Freeman community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

Sexual Misconduct Policy

<https://www.otago.ac.nz/administration/policies/otago711781.html>

Any resident involved found to be in breach of this policy may be suspended or excluded (termination of residency) from the Caroline Freeman community. Suspension or termination of residence does not affect the resident's ongoing liability for their remaining annual residential fees.

■ Health

We encourage open conversations about wellbeing so we can best support you. If you have pre-existing health or wellbeing matters, sharing this information with us, when you feel ready, will help us connect you with the right support and resources.

We do need you to let us know if you need assistance, or that you are unwell, so that we are aware that you need some extra care and support. If you become unwell or if you have had an accident, please notify a member of staff as soon as possible. We also ask that you notify us if you know someone else has become unwell or has had an accident.

While we can offer guidance, referrals and support, it is expected that you will take an active role and engage in managing your own health and wellbeing.

Illness

It's not unusual to experience bouts of illness while living in a residential college environment. Please remember that college staff are not medical professionals, and cannot diagnose, prescribe, or provide medical treatment.

If you feel unwell, staff may suggest you contact Healthline for expert advice

- if Healthline recommends an ambulance to hospital, staff can help arrange this
- If Healthline advises you to see a doctor within a certain timeframe, staff will encourage you to visit Urgent Doctors, Student Health, or your GP (if local)

Transport & Costs

- you are responsible for arranging your own transport to and from medical appointments, and for covering any costs (including prescriptions)

- staff are not able to collect prescriptions on your behalf
- if you are unwell but do not need an ambulance, you must organise and pay for your own transport - if you are not able to please let us know so we can assist you to arrange a taxi or an uber
- please note that in the event an ambulance is called to assist you, any cost for the ambulance callout or service will be on charged to you

Emergency Department and Dunedin Urgent Dr Visits

- ED is for emergencies and life-threatening health situations. For non-emergency medical needs, the Urgent Doctors provide daytime and after-hours care and support
- staff are not usually able to attend hospital with residents. In serious situations, and where capacity allows, we will do our best to accompany or visit you
- please note that Emergency Department (ED) waiting times are often long
- before leaving for ED, please let staff know you are unwell
- be sure to take essentials with you: wallet (ID and money), phone and charger, water bottle, snacks, and anything else you may need (e.g. laptop)
- staff may not be able to bring forgotten items, but with your consent, we can allow a friend or family member to collect and deliver items from your room

Emergency Fund

Because ED is for emergencies and life threatening health situations, we strongly recommend residents bring an emergency fund of at least \$200 to cover visits to Urgent Doctors, prescriptions from the Urgent Pharmacy, or transport to and from appointments

Accessing Non-Urgent Care Nearby

If you are unwell, staff can help you make an appointment and/or arrange transport.

- Student Health is a 15-minute walk
- Urgent Doctors is around a 30-minute walk
- a taxi or uber will take around 3 minutes to Student Health and 10 minutes to the Urgent Doctors

If You Have Symptoms That Are Contagious

If you have cold/flu-like symptoms, or any contagious condition, please isolate in your room. Staff will support you by checking in and arranging meals while you rest.

Being part of a residential community requires an awareness of the health issues which can arise from living in close quarters with others. To minimise the spread of infectious illness or disease, we advise that you do not share drink bottles, eating utensils or vapes. We expect that you will be aware of, and practice, healthy hand-washing hygiene and cough/sneeze etiquette.

Caroline Freeman staff may need to discuss your health issues with other University staff if it is believed that there is or has been clear and/or imminent danger to you, your wellbeing, any other resident, staff member or any other person. In this instance we may also contact your nominated person (as specified by you on your information forms e.g. parent/guardian/guarantor) to notify them of your circumstances.

A dedicated, comprehensive and holistic Student Health service is available for University of Otago students. You can check out their services at www.otago.ac.nz/studenthealth

Concern for others

There are times where you might be worried or concerned about a fellow Resident, friend or community member. We encourage you to start a conversation. You don't need to be an expert to reach out - just a good friend and a great listener.

Start a conversation with these four steps*:

1. ask r u ok?
2. listen
3. encourage action
4. check in

*Taken from <https://www.ruok.org.au/>

We encourage you to contact any staff member if you are worried about anyone, or you have not seen anyone for a while.

You can do this by:

- speaking to a duty staff member
- calling our 24/7 duty number: 03 4795590
- speaking to the staff member at reception
- speaking to any staff member
- emailing: carolinefreeman.college@otago.ac.nz (non-emergency only)

(If the matter is urgent or there is an emergency, please do not email us, call or find a staff member immediately)

Vaccinations

The University, through Student Health, strongly encourages students in residential colleges to be fully vaccinated.

Most vaccinations included in the New Zealand primary schedule are fully subsidised for eligible NZ residents, with some also subsidised for international students.

For those aged 18 years and over, the minimum recommended vaccinations are:

- 3 × Tetanus, Diphtheria, Pertussis
- 3 × Polio
- 2 × MMR (Measles, Mumps, Rubella)
- 3 × HPV
- 3 × Hepatitis B (charges may apply)

Meningococcal vaccines (B and ACWY) are fully funded for NZ residents aged 13–25 years entering college accommodation. Vaccination against meningococcal disease is particularly important for students in residential settings, where cases are reported among University of Otago students each year. Please note, that while vaccination provides a high level of protection, it does not cover all strains.

For further information, check out the Student Health website here [Vaccination information](#)

■ Lost/Found Property

In the event that you lose something at the College please talk with a staff member. Similarly, if you find an item that is not yours, please bring it to staff, in the office, as soon as possible.

We keep a lost/found property register to record items that are found or go missing. In the event of something going missing we may also direct you to the OUSA lost and found property office and/or the Police.

All found property is kept in a secure location and we make all reasonable efforts to locate and contact the owner. Any item valued at under \$50 will be kept for a minimum of one month, and anything valued at over \$50 will be kept for a minimum of two months. Any item of significant value (over \$500) will be reported to the Police.

At the end of the allotted time the property may be disposed of by one of the following methods:

- returned to the finder (excludes staff members)
- donated to charity
- sold at auction with proceeds going to charity
- destroyed
- recycled into the College for other residents to use, e.g. for items such as DVDS, sports equipment, calculators, pens, textbooks etc.

Clothing items that are of negligible value (e.g. socks, t-shirts etc) will be placed in our 'Found Clothing' bin located in the main laundry. This bin will be cleared at the end of the year, and items will be donated to a local charity or destroyed accordingly.

Any items found in your room or at the College after your departure will be treated in the above manner.

■ Communal Spaces

Our communal spaces are the hub of the Caroline Freeman community. They are lively, welcoming, and full of possibilities. Here, you can immerse yourself in study in a tutorial room, get lost in the pages of a great book in the library, unleash your creativity in the art studio, rally your friends for a game on the courts, or simply relax and share moments in our games spaces and courtyards. These spaces are yours to explore, enjoy.

■ Noise

We bring together a large number of residents to live in a shared space. Some bedrooms share internal walls, and our college property has neighbouring student flats, so it is to be expected that there will be a certain level of noise either from within our community or from the neighbourhood.

Quiet time is from 10.00pm – 8.00am daily*. During these hours we ask that you keep all noise to a minimum. For example, we consider that the following are not conducive to Caroline Freeman being a quiet zone after 10.00pm: consuming alcohol, socialising with groups of friends in apartment lounge areas for recreational purposes. If you are not wishing to go out, you can socialise with friends in the dining room or one of our communal lounge areas (all alcohol free) and enjoy the great facilities and equipment we have there.

As part of your growth and development we encourage you to address noise issues directly in the first instance. If your neighbour is noisy and you are not able to study or sleep, politely ask them to be quiet. If this is unsuccessful or if you do not feel comfortable or confident about addressing the matter yourself, you can contact a staff member on (03 479 5590). If you have been asked to curtail your noise, we expect that you will do your best to help make the environment comfortable for others.

*Additional noise restrictions will be put in place prior to and during exam time and at other times as deemed necessary by the Tautiaki or her delegate.

■ Pets

Residents are not permitted to keep pets (such as cats, dogs, birds, rabbits, rodents, turtles, stray ducklings, lizards, or any other animals) in college buildings. Animals may not be housed, encouraged, or brought into communal areas. For health and safety reasons, electrical equipment (such as filters, heaters, or pumps) is not allowed, and aquariums are not permitted.

If you have a service animal, please contact the Student Accommodation Centre before completing your college contract.

■ Smoking and Vaping

The University of Otago is a smoke-free and vape-free campus. This includes all Caroline Freeman College buildings and grounds. Please ensure that you follow the regulations related to smoking and vaping both at the College and in the wider University area.

Smoking or vaping inside any Caroline Freeman building, or on Caroline Freeman property is strictly prohibited. Anyone found smoking or vaping on Caroline Freeman property may face a consequence or intervention as outlined in the Misconduct section. Please note that we do not allow e-cigarettes, vaporisers or other smoking devices to be used on site.

If you wish to quit smoking or vaping, please speak to a staff member for assistance in finding support.

■ Social Gatherings

We know that social gatherings and having fun are an important part of college life and of building our community. For health and safety reasons, lounge areas in apartments may host a small number of residents (maximum of 10) who wish to gather and enjoy alcohol responsibly.

Our goal is to help everyone enjoy social activities while maintaining a respectful environment for all residents. Because we care about your well-being, we may occasionally ask you to adjust your behaviour to ensure it aligns with the standards of the Caroline Freeman community.

■ Caroline Freeman Property

We accept that within the community there will be normal wear and tear to Caroline Freeman property. You are responsible for the costs incurred through any loss or damage you deliberately, through negligence or careless activity, cause to any item owned or provided by Caroline Freeman College. You may not remove or cause to be removed any of the items provided in your unit, or any other items we provide at Caroline Freeman College, from the College property.

Vandalism, persistent and/or wilful damage is not acceptable at Caroline Freeman College. 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 may be charged to all residents on a pro rata basis. Therefore, if you see another resident damaging Caroline Freeman property you should ask them to stop, or you should talk with a staff member.

■ Room Types and Living Spaces

We have a number of room styles across our campus to suit different living preferences.

On the western side of the campus we have 43 comfortable apartment style spaces, each housing 5 or 6 residents. Each apartment includes individual bedrooms, shared lounge and

kitchen and two individual use bathrooms. We have several ensuite rooms on this side of the college which are within apartments.

Across the road, on the eastern side of our campus we have has a mix of accommodation styles; Single ensuite rooms each have a private bathroom and a queen bed. All apartment rooms, shared en-suite and pod rooms, are furnished with king single beds and shared individual use bathroom(s). Our apartments and pods each have a kitchenette

Area	Room Type	Bathroom	Bedroom	Occupancy
West	Apartments	Shared (2 bathrooms per apartment)	One person	5-6 residents
East	Single ensuite	Private	One person	1 resident
East	Shared ensuite	Shared	Two people	2 residents
East	Pod	Shared	One person	2-3 residents

Some of our rooms vary in size and outlook, with all being designed for comfortable living.

Your Room

Apartment, Pod and bedroom allocations are the responsibility of the senior staff team. Room changes are not permitted unless in exceptional circumstances and with the permission of the Tautiaki or her delegate. In the instance of an issue of conflict, staff will work with the residents in an attempt to resolve the issues. The Tautiaki, or her delegate, reserves the right to relocate a resident if required.

Your bedroom has been checked prior to your arrival. When you arrive, you will be given an inventory form to complete and sign. This form must be completed and returned to staff in the office within 24 hours of your arrival. Make sure you check this and complete it to represent the condition of your room and your apartment. When you leave Caroline Freeman, we will use this form to assess any charges for damage or loss that we may associate with your apartment and room.

You may put posters on your walls using non-marking materials only. The use of tacks, drawing pins, sticking products and/or cellotape is not allowed due to the damage they cause. Please do not affix anything to doors, ceilings, woodwork or light fittings as this posewa fire hazard.

Power points in your bedrooms are intended for reading lamps, radio, TV, computers, phone chargers and hair dryers only. Check to see if your other appliances are allowed.

Cooking in bedrooms is prohibited.

As we are a fully catered college, we only provide a small amount of crockery and cutlery in the apartments. Residents are responsible for washing dishes. You may wish to bring your own crockery or cutlery to use in your apartment

We recommend you have adequate insurance cover for your personal items.

Please note that we consider entering someone else's bedroom without invitation to be a serious violation of our community standards and conditions.

Room Checks

If a staff member has serious concerns about your wellbeing and safety or that of other individuals likely to be in your bedroom, a Welfare Check will be done whereby a staff member will visit and enter your room.

Routine checks are carried out during the year for maintenance, or other reasons. You will be given at least 24 hours notice before the room is entered.

Please note that we conduct fire equipment and health and safety checks across our community during semester breaks. This includes checking associated equipment, furniture, fixtures and fittings located in bedrooms.

Housekeeping and Bedlinen

Shared areas in your apartment are serviced daily by our contracted housekeeping team. Your bedroom will be serviced twice a week, with your cleaner vacuuming and/or emptying your rubbish bin. You'll receive the cleaning schedule when you arrive at the college. For health, safety, and hygiene reasons, it is compulsory that cleaners are able to access your room at the scheduled times.

The College provides professionally laundered bed sheets. Once a week, you can exchange your sheets for a fresh set during our scheduled sheet change.

Please note that duvets, duvet covers, pillows, and pillowcases are not provided, and any personal linen you bring is your responsibility to care for and launder.

Staff will visit your apartment regularly and, if they notice anything of concern regarding tidiness, they will point out any areas that need to be rectified.

Check out **Other Important Information** at the end of this document for details on what we provide and what you need or might like to bring.

■ Music

Music is an integral part of our community, and we encourage you to share your musical talents. We have two pianos; one is outside our main building, and the other is upstairs in our art room where we also have a drum kit. Our keyboard is located in the Rata café, and we also have guitars and ukeleles around the college for you to use.

■ Study Rooms

We have a number of study rooms for you to use for personal and group study. These spaces are also utilised for tutorials in the evenings and at some points of the weekend. You are also welcome to use the outside areas and the dining room (outside of dining hours) for your personal or group study purposes.

■ Recreation Equipment and Spaces

We provide a range of recreation equipment including sports gear, and games to help you stay active and enjoy your downtime. In The Loft we have a table tennis table, board games and play station to help you relax. The Café has a pool table and foosball table, and the Nest is a great place to relax, study or watch tv. Prefer to relax outside? Our beautiful open courtyards offer the perfect space to skip, dance, play hacky sack, or just relax with friends in the fresh air. Whether you are shooting hoops solo or enjoying a game with friends, our basketball and volleyball courts are a great place to unwind and stay active.

Courier delivery will not be accepted. Students are required to produce their firearms licence when dropping off or uplifting their firearms. There is no cost for this service, and students can uplift their stored firearms 24/7, provided 24-hour prior notification is received.

Water pistols, if kept, must be brightly coloured plastic. These may not be used near or inside buildings and we reserve the right to remove permission for use at any time.

SAFETY

■ College Lockdown

Threat to Life

If there is a threat to life on campus or within the College, always follow the instructions of college staff and emergency services.

If the College is placed into **lockdown**:

- Stay inside and remain calm
- Lock or secure doors where possible and move away from windows and doors
- Close curtains or blinds if safe to do so
- Silence your mobile phone and other electronic devices
- Remain quiet and wait for further instructions

If you are in immediate danger, remember **Run, Hide, Fight**:

- **Run** – If it is safe to do so, leave the area immediately and move to a safe location
- **Hide** – If you cannot escape, hide out of sight, lock or barricade doors where possible, silence your phone, and remain quiet
- **Fight** – As a last resort, and only if your life is in immediate danger, take decisive action to protect yourself and create an opportunity to escape

Do not leave your place of safety until directed by emergency services or College staff.

For more information, please refer to the Residents' Guide to Colleges

■ Emergency

For emergency preparedness **you must have a small personal emergency kit** (grab bag) that is kept in their room as per the following recommendations:

Minimum requirements:

- Emergency contact details – a written copy as well as NOK listed on your cell phone (if you have one)
- Torch and spare batteries
- Strong outdoor shoes
- Supply of personal medications
- Hand gel or antiseptic wipes
- Survival blanket
- Bottle of water
- Muesli bars or similar energy food

Have close at hand ready to grab in case of an evacuation:

- Warm clothing (jacket or similar)
- Your mobile phone if you have one

Additional extras that would be useful:

- Personal toiletry items
- Small plastic bags
- Whistle and light sticks
- Copies of important documents

■ Evacuation Procedures

Evacuation notices are posted in your bedroom, in the lounge in your apartment and in the community buildings. Please read these and take note of instructions given by staff at the beginning of the year and during the evacuation process. In the event of a fire, or the activation of a smoke detector alarm or the College emergency alarm:

- You **MUST** leave the building and:
 - Shut window, turn off electrical equipment if it is safe to do so. Do not put yourself at risk to achieve this.
 - Put on shoes and leave your door unlocked but closed
 - Leave the building using either the stairway or the fire exit
 - Assemble in a safe area and await further instructions.
 - Staff and/or Emergency Services will check your room/apartment after you have vacated them.
 - Do not re-enter the building until staff advise it is safe to do so
 - If your smoke alarm has activated, you **MUST** contact staff – call 03 479 5590 from a cell phone

Staff are trained fire wardens, and it is important that you follow their direction.

■ Fire

If you discover a Fire:

- Operate the nearest fire alarm call point
- Ensure the Fire Service is called on 111, tell them:
 - Your name and that you are at Caroline Freeman College with the following address (and tell them the nature of the event)
 - 911 Cumberland Street between Duke St and Howe St for Caroline Freeman West
 - 900 Cumberland Street between Duke St and Howe St for Caroline Freeman East
- Leave the building via your designated escape route
- Report to your designated assembly area ()
- If you are on East do not use the stairs and not the elevator
- Do not return to the building until the all clear is given

All staff are trained fire wardens. At the beginning of the year all residents will be invited to attend a fire and general emergency safety briefing. We expect that you will make yourself familiar with the fire evacuation drills.

Evacuation assembly points are detailed in your apartment – it is important that you make yourself familiar with these procedures on the Emergency Flipcharts

- If you are on Caroline Freeman West – assemble in the Ford carpark
- If you are on Caroline Freeman East – assemble in the Rata carpark

■ Earthquake

If you experience an earthquake, remember to **Drop, Cover, and Hold On**:

- **Drop** to your hands and knees
- **Cover** your head and neck, taking shelter under a sturdy table or desk if possible. If no shelter is available, move away from windows and protect your head with your arms
- **Hold On** until the shaking stops

If you are **indoors**, stay inside until it is safe to leave. If you are **outdoors**, move to an open area away from buildings, trees, power lines, and other hazards. If an evacuation is required or instructed by staff, proceed calmly to your designated assembly area and follow the directions of College staff or emergency services.

Regularly familiarising yourself with these steps and your nearest evacuation route can help keep you safe during an earthquake. Please refer to the Residents' Guide to Colleges for more information.

■ Epidemic, Pandemic or another Health Emergency

In the event of an epidemic or pandemic outbreak of disease, or any other health emergency, we will be working collaboratively with the wider University and others within the community (e.g. Public Health South, SDHB, emergency management agencies etc) We will notify you, in a timely manner as possible, of changes that need to be made and requirements placed on us within the Caroline Freeman community.

All decisions regarding changes will be made at the direction of, or in consultation with the University and emergency management agencies. You will be required to observe all public health and safety measures implemented at Caroline Freeman in conjunction with nationwide and local requirements.

Safety

In the event of such a matter, all residents are expected to be prepared and adhere to

- Ministry of Health Directives and Guidelines
- Ministry of Education Directives and Guidelines
- Instructions from College and University staff
- Social Distancing Guidelines and Restrictions
- Sanitising Requirements

You should have your own medical kit and face masks.

During a pandemic or other health emergency Caroline Freeman College will remain open unless closed by any agency or authority.

It is imperative that during such an event you advise a staff member if you are feeling unwell. If you have any symptoms associated with the pandemic or health emergency, we strongly encourage you seek medical advice and follow the medical advice you receive.

If you are isolating a staff member will deliver your meals and check on you. Should you need anything whilst in isolation contact the Duty Phone on 03 479 5590

Caroline Freeman College will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management.

Standard withdrawal policy may apply should you choose to withdraw from your residential agreement.

■ Reporting Hazards

Please report any hazards.

Non-emergency hazards can be completed online via your StarRez portal. For urgent or emergency hazards a duty staff member can be contacted on 479 5590.

In extreme emergency situations, dial (1)111 from a Caroline Freeman phone and then notify Caroline Freeman staff by 479 5590.

If you have to call an emergency service, always remain on the line until the emergency operator has adequate information and tells you that it is okay to hang up (if your safety is threatened at the location of the telephone you are using, evacuate the area).

- 911 Cumberland Street between Duke St and Howe St for Caroline Freeman West
- 900 Cumberland Street between Duke St and Howe St for Caroline Freeman East

Remember, always notify a staff member immediately by calling 03 479 5590.

■ Safety and Security Measures

We aim to provide you with a secure environment that for each resident, is a peaceful living environment, conducive to study.

Security is a shared responsibility, and we encourage you to help us achieve such an environment we have put extensive safety and security measures into place.

Caroline Freeman's safety and security features include

- access to our community after hours is via closed gates
- smoke detection systems
- staff who are trained as fire wardens and first aiders
- security onsite overnight
- security cameras at various locations within the College grounds

General

Due to Health and Safety reasons and space restrictions, furniture other than that provided by Caroline Freeman may not be used in or brought into bedrooms, apartments, common areas, our outdoor areas. Small bean bags and a small set of drawers or a bedside table or lamp (if space permits) are allowed in the lounge area of your apartment or in your bedroom. Lounge suites, sofas, and armchairs are not permitted.

All furniture must remain within the room in which it was placed at the time of your arrival. Indoor furniture that Caroline Freeman has provided may not be taken outside and similarly any outdoor furniture Caroline Freeman has provided is not permitted to be taken inside any Caroline Freeman building or removed from the area in which it was placed.

Water-filled indoor or outdoor furniture (or any other similar items) are not permitted in apartments, bedrooms, common areas or outdoor areas because of weight restrictions and possible damage from accidental puncture.

Health and Safety

As part of The University of Otago, residential Colleges are committed to providing a safe and healthy place for all those that work, use, visit and, more importantly, live in our colleges.

In matters of Health and Safety, it is important any concern(s) or potential concern(s) with our residential colleges is reported to college staff as soon as you are able. all concerns or potential hazards must be reported promptly to college staff. A concern includes anything that could cause harm, injury or unsafe conditions, such as damaged equipment or hazards in shared spaces. For more information around Health and Safety at Otago, please visit <https://www.otago.ac.nz/health-safety>

Security, Insurance and Keys

Our after-hours security service is provided by Allied Security. They work 7 days a week across the evening and night hours. Our guard will regularly conduct a routine walk-through of the College and attend to any matters that are brought to their attention.

All of our external gates run on a timed system. This means at a certain point in the evening and morning they lock and can only be accessed using the magnetic key tag you are issued at the start of the year. Our doors are normally locked from 9.00pm at night until 7.00am the next morning. Our vehicle gate at Rata closes at 6.00pm and opens again at 6.00am.

When you arrive, you will be issued with a sil-key that will open the front door of your apartment and a key that will open your bedroom door. Your student id card will give you access to Rata gates and main entrance.

To help us with our security measures we ask that you do not

- enter any bedroom other than your own without permission
- give any other person your student id card or your key/sil-key

Further, we expect that you will

- close your apartment door and close gates when entering or exiting
- always lock your bedroom doors when out of your room and when you are sleeping
- always keep your key/sil-key and student id card in a secure place

We wish to remind you that propping front doors open or leaving your key in your front door lock or hiding your key outside do not assist in promoting a secure environment.

You are responsible for the contents of your room; the College will not accept responsibility for loss or damage due to theft or accident (including laundry items and the delivery of parcels.) Residents are strongly advised to ensure that their possessions are adequately covered by an all-risk insurance policy.

NB: Insurance policies may require that bedroom doors are locked when you are not in your room.

If you lose your student id, please notify us so we can cancel your card access immediately. The replacement cost of a lost key is \$85.00.

If you are locked out of your room staff can open your door for you. It is our policy to not let another resident into your room without your verbal permission.

Caroline Freeman College operates CCTV security system in various locations around the College, for the safety of all residents

Electrical Fittings

The following are all serious fire hazards and therefore are not permitted at Caroline Freeman: modification of electrical light fittings; homemade light fixtures; paper lampshades; combustible decorations on light fixtures; exceeding the maximum wattage acceptable to your ceiling fixture, installing light bulbs not provided by Caroline Freeman college.

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 local hardware store.

Fire Safety Equipment and Fire Safety

All bedrooms are fitted with smoke alarms.

For fire safety reasons additional dehumidifiers, heaters or electric blankets or any other homeware appliances are not permitted within Caroline Freeman College. For the same reason candles, incense, burners or any other item that has or requires a naked flame are not be used within any College bedroom, common space or corridor.

The smoke alarm sensors are sensitive for your protection in the event of a fire. Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and Emergency NZ regulations and will be treated as serious misconduct by the College.

The sensors can be activated by hair dryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas and are not permitted to be used in bedrooms.

Fire regulations require hallways and exits to be kept clear at all times. Obstruction of smoke alarms, sprinklers clothing and personal effects is dangerous and can result in damage and/or false alarms.

False alarms form the bulk of Fire and Emergency Service callouts. There is a cost for each false alarm call-out and this may be charged to the Resident, whether malicious or accidental.

Additional fire precautions at Caroline Freeman

- hair straighteners and hair tongs must only be used in bathrooms
- flammable liquids (e.g. kerosene, gasoline etc.) are not permitted to be stored in the college
- we are happy for you to personalise your room, within good judgment 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.
- electric blankets are not permitted at Caroline Freeman
- heaters (including other heating devices e.g. heated towel rails) other than those provided by Caroline Freeman are not permitted
- personal humidifying devices are not permitted at Caroline Freeman
- main controls for heating must not be tampered with
- clothes and/or other items should never be left to dry on a heater, nor should the heaters be sat upon
- clothes and towels etc. are not to left to dry in hallways or doorways as these create a hazard in the event of a fire.
- items must not be stored or left in hallways, exits or stairwells and no furniture or other item may block a doorway or exit point as these create a hazard in the event of a fire
- boxes and cartons or other flammable waste must not be stored in common areas or bedrooms as these create a fire hazard
- fireworks of any sort are strictly prohibited on Caroline Freeman property.

Electrical items

It is a health and safety requirement that all your electrical appliances are checked and registered as safe by a certified electrical contractor. Appliances are considered any items that are plugged into a wall outlet. If you do not have your electrical items tested prior to your arrival, Technicians will visit the college during Orientation Week to test your appliances.

The testing will not incur any extra charges. For fire safety purposes, any electrical item found not to be tested may be removed by Caroline Freeman staff. Any electrical appliance used for cooking or preparing food must be certified and only used in the kitchen area of your apartment or building.

Tampering with Fire Safety Equipment

We take resident safety seriously and any resident who tampers with or otherwise abuses fire safety 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:

- tampering with fire extinguishers or fire equipment
- using hairspray
- using hair straighteners
- lighting or having burning incense
- lighting or having burning candles

may face disciplinary action as outlined in the misconduct section

Because false alarms undermine the credibility of genuine emergencies and can put lives at risk, any resident who carelessly, recklessly, wilfully, or maliciously activates a smoke or fire alarm may face a consequence or intervention as outlined in the Conduct section. They may also be held liable for any costs incurred, including the New Zealand Fire and Emergency call-out fee, which is currently at least \$1,200.

Any resident who tampers with fire safety equipment or alarms, or who carelessly, recklessly, wilfully, or maliciously causes an alarm or sprinkler activation, may be referred to the Proctor and/or the Police. They may also face consequences or interventions under the Conduct section, including exclusion from the Caroline Freeman community (termination of residency). Termination of residency does not affect the resident's ongoing liability for the remainder of their annual residential fees.

■ Weapons

Firearms, archery equipment, weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, or used at the College under any circumstances. This includes any type of chef's knife, hunting knife, air rifle (including BB guns), crossbows, and spear/snap guns.

Any resident (or guest) who brings any item deemed by the Tautiaki, or her delegate, to fall under this category will be required to relinquish the item for the duration of residence, or to permanently remove the item from college property.

The Proctor's Office has a Police approved firearm storage facility. This is for "A" category firearms only. Firearms must be personally taken to the Campus Watch office for storage.

□ SERVICES

■ General

Staff at Caroline Freeman are here to support you and facilitate your stay both at Caroline Freeman and at the University of Otago.

You will, generally, find a staff member available in the office. If staff are not in the office, you can speak with one of them by phoning 03 479 5590.

There is a Kaiāwhina on duty every evening and at the weekend who you can call on this same number. If you need any assistance outside office hours you can call the duty Kaiāwhina on 03 479 5590.

Christina, Eric and Karun operate on an open-door policy and work to be available to residents as often as is possible. If you want to speak with one of them and they are not in the office, Liesl can help you to contact them or make a suitable time to meet.

■ Internet Access

Caroline Freeman has University student network wireless available in all buildings.

Internet access within Caroline Freeman is provided at no additional charge. Connectivity is provided as an extension of the University's Internet services, on a best endeavours basis. Where practicable, access is available via Wireless or via a hard-wired LAN port, but connectivity in bedrooms cannot always be guaranteed. The University is currently undertaking an extensive upgrade of the entire system and, until this is complete, Internet access may also be limited in certain areas of the College, and it is also important to remember that Internet access may slow or become unavailable at times due to heavy demand, or the need to provide upgrades or maintenance. The University makes every attempt to minimise such disruptions to the service. Additionally, the University of Otago provides wireless and wired Internet access around the campus in areas such as libraries, study areas and common spaces. Please feel free to speak with us if you have any questions or need any assistance.

If you wish to have a personal internet provider, please note that broadband access is not permitted due to University restrictions.

■ Laundry

Caroline Freeman has three communal laundries, each equipped with commercial washing machines and dryers. These facilities are free for all residents to use. Please bring your own laundry powder.

■ Mail

Letters are delivered to the University's central mail system before being distributed to Caroline Freeman College. As a result, letter delivery may take slightly longer than standard postal delivery.

Parcels are generally delivered directly to Caroline Freeman College. Residents will be notified when their parcel is available for collection from the main foyer. Please ensure all mail and parcels are clearly addressed with your full name and Caroline Freeman College to help ensure prompt delivery.

Couriers deliver parcels Monday – Friday and these are held in the main foyer for you to collect.

■ Maintenance

During the year, please let us know quickly if any repairs are needed so they can be fixed as soon as possible. If your room or floor needs something fixed, file a maintenance request through Te Puna.

<https://College-accommodation.otago.ac.nz/StarRezPortalX>

By sending a request you understand and agree for someone to attend your bedroom/ area of the building to begin remedying the issue in a timely manner. You are responsible for any deliberate or avoidable damage to your room whether this damage was caused by you or by your guests.

If the matter is urgent, please call us or come down to the office to let us know something needs immediate attention.

■ Parking and Bicycles

We have a limited number of resident car parks on site, at a cost per semester. These parks are available on a 'first to register' basis so please notify us if you would like to park your vehicle within the College grounds. All resident vehicles that park on site must be registered in the office. We do not have parking for your visitors or overnight guests. Resident vehicles that are not registered or any vehicle not registered to park within Caroline Freeman property may be towed at the owner's expense.

We ask that all residents with car parks drive with extreme caution on our driveways. Residents, and staff whānau use the driveways as footpaths so all due care and attention must be given by residents using our driveways at all times.

While we shall take all reasonable care, we cannot guarantee the security of your vehicle. We accept no liability for any claim by you or any other person, whether for loss or damage to you or any other person or to your vehicle or any other vehicle, whether resulting from using the car park or being unable to use the car park. Further, you are liable for any damage to the car park caused by your vehicle.

We have a small bike rack. If you are bringing a bicycle, or if you purchase one when you arrive, please speak with a staff member regarding safe storage. Bikes may not be stored in hallways or bedrooms as this poses a hazard in preventing a safe exit in the event of an emergency.

■ Te Puna Student Accommodation Portal

Te Puna is our online tool to assist you while you are living in the College.

Te Puna has on it:

- Accommodation - Apply for accommodation
- Accounts – View your account and make payments
- Maintenance – Report maintenance issues
- Inventory - Sign off on your room inventory
- Shopping Cart – Purchase items and event tickets
- Time away – Let us know if you are going to be away from the College by recording your departure and return dates. This includes temporary absence during semester time and semester breaks
- Booking late meals or sick meals
- Checkout to record your leaving date at the end of the year

Please bookmark the following URL to Te Puna: <https://College-accommodation.otago.ac.nz/StarRezPortalX>

■ FINANCIAL INFORMATION

■ Accommodation Fees

You have a contract with the College. On acceptance to the College, an account will be established for you, and your account will be charged according to the payment option you have selected. Invoices will be sent for accounts with upfront or quarterly instalments. Residents choosing a weekly payment option must have an automatic payment set up in time for the first payment. Your account balance can be accessed via Te Puna, an account statement can be requested, and messages will be sent regarding upcoming and overdue payments. College administration staff will assist with any queries you have about your account.

Your fees cover the cost of your room during the academic year **until 24 hours after your final exam (as per the contract period dates)** and no refund or reduction is available in respect of any period of absence from the College during any of the period of residence. Subletting your room is prohibited, as is having guests stay in your absence.

Fees Arrears

The University Fees Statute 2011 applies in respect of amounts due under this contract. The failure to make payment of any amounts due may have the consequences described in section 6.1 of the Statute. Any student who is in arrears with their fees, or fails to make a due payment, will be contacted (as will their guarantor).

Should the problem persist, the Tautiaki (College Warden) is required to notify the University. In this instance any person in arrears may:

- incur additional fees as prescribed by the University Council;
- be excluded from classes, and/or from re-enrolling until the debt is cleared;
- have the final award of qualification withheld by the Council;
- have any official record or results withheld and may not be issued with an official transcript;
- have access to the means of changing course withheld;
- have access to course materials, including materials provided electronically and other University resources and services, withheld.

Please refer to <https://www.otago.ac.nz/administration/policies/otago003199.html>

Further, the resident may also have their residency terminated i.e. be asked to leave the College.

A debt collection agency will be engaged, when necessary, with collection costs being on-charged to the resident.

Please raise payment issues with administration staff or the Tautiaki (College Warden) as early as possible, this enables time to investigate the support options available to you before your study is impacted.

The College reserves the right to institute additional rules or regulations or change the current rules and regulations as necessary for the safety and security of the College, the Residents and the staff. All Residents accept this fact and agree to abide by any such regulations which are changed or implemented.

■ Early Departure and Liability for Fees

The University Standard withdrawal policy applies should you choose to withdraw from your residential agreement as stated in The Residents Guide to Colleges.

■ Other Charges

Replacement key	\$35.00 Refundable if original key located
Replacement sil-key	\$35.00. Refundable if original sil-key located
Car parking (please let us know if you wish to park at Caroline Freeman)	\$882.60 for the contract year in 2026. Please contact us for 2027 costs. As spaces are limited you will need to register your interest as soon as possible
Photocopying/Printing via the University Network	As per University charges. You will need to load funds to your university account in order to print from university printers
Fee if there is no room inspection on departure	\$50.00
Negligent, intentional, or wilful damage	Repair or replacement to original condition cost. This means the reasonable cost of repairing or replacing damaged property to its original condition. Where repair is not permitted under applicable building regulations or standards, replacement will be required. Charges are determined by college staff or authorised contractors
Damage paintwork and walls, furniture, other college property. (including marks from any fixing agent other than white tack and damage to mattresses etc)	Repair or replacement to original condition cost. This means the reasonable cost of repairing or replacing damaged property to its original condition. Charges are determined by college staff or authorised contractors
Carpet cleaning	Charges may apply where spills or soiling require specialist or additional cleaning is required to restore the area to its original condition
Room Swap	In the unlikely event that an exception has been made for a room swap, a room preparation charge of \$50.00 may apply

□ OTHER IMPORTANT INFORMATION

■ Getting Ready to come to Caroline Freeman

Prior to coming to Caroline Freeman, you will need to give some thought to what you want to bring. To assist you here is an outline of what we provide and some suggestions regarding what you might like to have with you.

At Caroline Freeman we provide:

- Bedroom: bed, desk, wardrobe, drawers, shelves, wall heater, mattress protector, sheets

- Apartment: Bench fridge, microwave, toaster, jug, lounge furniture, tea towels, dishwashing liquid
- Laundry: washing machines and dryers available for use free of charge

Our facilities include:

- Wireless in each of our bedrooms and communal spaces

You need to bring:

- **Pillow, pillowcase, duvet, duvet cover**
- **Small personal emergency kit**
- **Personal medications, including an inhaler, epi pen and pain relief items if you use or need them**
- **Towels**
- **Other personal clothing, toiletry items**

You might like to bring:

- personal items to make your bedroom feel homely
- an underlay for your bed if you are used to having an electric blanket on your bed or if you live in a climate that is more temperate than Dunedin
- musical instruments
- laptop/desktop computer - if you have one
- suitable clothing for semi-formal and formal occasions
- personal crockery and utensils to use in your apartment

■ Support Services

AskOtago	0800 80 80 98 (03) 479 7000	https://ask.otago.ac.nz/smfgeneralenquirypublic/
Campus Watch	(03) 479 5000 0800 479 5000	www.otago.ac.nz/proctor/campuswatch/
Career Development Centre	(03) 479 8244	www.otago.ac.nz/careers/
Chaplains	(03) 479 8497	www.otago.ac.nz/chaplain
Disability Information and Support	03 479 8235	www.otago.ac.nz/disabilities
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	www.dunedinurgentdoctors.co.nz/
Healthline	0800 611 116	
International Office	03 479 7000	www.otago.ac.nz/international
Lifeline Aotearoa	0800 54 33 54 Text 4357	www.lifeline.org.nz/
Male Survivors Otago	03 425 8018	https://malesurvivorsotago.nz/
OCASA Dunedin	03 474 1592	www.ocasa.org.nz/

OUSA- Support OUSA Club and Socs	0800 12 10 23 03 479 5960	www.ousa.org.nz www.ousa.org.nz/clubsandsocs
Pacific Island Centre	03 479 8278	www.otago.ac.nz/pacific
Social Impact Studio	03 479 8631	www.otago.ac.nz/social-impact-studio
Suicide Crisis Helpline	0508 82 88 65	https://www.lifeline.org.nz/services/suicide-crisis-helpline
Student Health	(03) 479 8212 0800 479 821	www.otago.ac.nz/studenthealth
Student Learning Development	03 479 8801	https://www.otago.ac.nz/educational-design-innovation/students
Te Huka Mātauraka (Māori Centre)	03 479 8490	www.otago.ac.nz/maoricentre
Te Whare Tāwharau Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	www.otago.ac.nz/te-whare-tawharau/
Unipol/ Recreation Services	(03) 479 5888	www.otago.ac.nz/recreation/
1737	Text or call 1737	1737.org.nz

■ Caroline Freeman Contact Details

Our street and postal address for parcels is:

Resident Name
Caroline Freeman College
911 Cumberland Street
Dunedin 9016

Our postal address for letters is:

Resident Name
Caroline Freeman College
University of Otago
PO Box 56
Dunedin 9016

Our email address is carolinefreeman.college@otago.ac.nz

Telephone Numbers

College (24-hour number)	(03) 479 5590
Christina (Tautiaki)	(03) 479 5590
Eric (Tautiaki Piki)	(03) 479 5590
Karun (Tautiaki Kaiāwhina)	(03) 479 5590
Liesl (Administrator)	(03) 479 5590

Footnote to this document

The College reserves the right to institute additional rules or regulations or change the current rules and regulations as necessary for the safety and security of the College, the Residents and the staff. All Residents accept this fact and agree to abide by any such regulations which are changed or implemented.