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# Uni Flats Handbook



# Important Contact Information

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AskOtago	0800 80 80 90 (03) 479 7000	<a href="http://otago.custhelp.com/">otago.custhelp.com/</a>
Campus Watch	(03) 479 5000 0800 479 5000	<a href="http://otago.ac.nz/proctor/campuswatch/">otago.ac.nz/proctor/campuswatch/</a>
Career Development Centre	(03) 479 8244	<a href="http://otago.ac.nz/careers/">otago.ac.nz/careers/</a>
Chaplains	(03 479 8497	<a href="http://otago.ac.nz/chaplain">otago.ac.nz/chaplain</a>
Disability Information and Support	03 479 8235	<a href="http://otago.ac.nz/disabilities">otago.ac.nz/disabilities</a>
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	<a href="http://dunedinurgentdoctors.co.nz/">dunedinurgentdoctors.co.nz/</a>
Healthline	0800 611 116	
International Office	03 479 7000	<a href="http://otago.ac.nz/international">otago.ac.nz/international</a>
Lifeline Aotearoa	0800 54 33 54 Text 4357	<a href="http://www.lifeline.org.nz/">www.lifeline.org.nz/</a>
ŌCASA - Ōtepoti Collective Against Sexual Abuse	03 474 1592	<a href="http://www.ocasa.org.nz/">www.ocasa.org.nz/</a>
OUSA - Support	0800 12 10 23	<a href="http://www.ousa.org.nz">www.ousa.org.nz</a>
OUSA Club and Socs	03 479 5960	<a href="http://www.ousa.org.nz/clubsandsocs">www.ousa.org.nz/clubsandsocs</a>
Pacific Island Centre	03 479 8278	<a href="http://otago.ac.nz/pacific">otago.ac.nz/pacific</a>
Social Impact Studio	03 479 8631	<a href="http://otago.ac.nz/social-impact-studio">otago.ac.nz/social-impact-studio</a>
Suicide Crisis Helpline	0508 82 88 65	
Student Health	(03) 479 8212 0800 479 821	<a href="http://otago.ac.nz/studenthealth">otago.ac.nz/studenthealth</a>
Student Learning Development	03 479 8801	<a href="http://otago.ac.nz/hedc/students/">otago.ac.nz/hedc/students/</a>
Te Huka Mātauraka (Maori Centre)	03 479 8490	<a href="http://otago.ac.nz/maoricentre">otago.ac.nz/maoricentre</a>
Te Whare Tāwharau - Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	<a href="http://otago.ac.nz/te-whare-tawharau/">otago.ac.nz/te-whare-tawharau/</a>
Unipol/ Recreation Services	(03) 479 5888	<a href="http://otago.ac.nz/recreation/">otago.ac.nz/recreation/</a>
Need to Talk? Text or call	1737	<a href="http://1737.org.nz">1737.org.nz</a>

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

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# Introduction

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## Welcome Message – Tautiaki (Warden), University Flats

Tēnā koutou katoa!

It is my pleasure to welcome each of you to Ngā Whare Rīti o te Whare Wānanga o Otāgo | University of Otago Flats (Uni Flats). Uni Flats is a vibrant, living-learning community comprised of 900 students from around Aotearoa New Zealand, and the world.

For some of you, the opportunity to live and study in another country will be a once-in-a-lifetime – opportunity and we don't want you to waste a single moment! Be prepared to step outside your comfort zone; to talk to people you don't know; to put your hand up for the Inter-College Competition (sporting/culture/gaming); to get around volunteer initiatives; to take on leadership opportunities; to enrich our community by showing up and being who you are. You are welcome here.

**He aha te mea nui o te ao?** (What is the most important thing in the world?)

**He tāngata, he tāngata, he tāngata.** (It is people, it is people, it is people.)

As a member of our community, we have high expectations of you – but it's nothing you can't handle!

We are about whanaukataka (relationships).

We are about manaakitanga (caring for and nurturing others).

We are about atawhai (kindness and generosity).

We would love you to seek out opportunities to make a positive difference; to ask, “how can I help?” and “what else can I do?” We expect you to respect others, and this place, always. We do not expect perfection – you will make mistakes. But to create a healthy, safe and respectful community, we must all take responsibility for our words and actions.

As you are settling in, please take some time to thoroughly read through this guide, asking questions if anything is unclear. (We also encourage you to use this as a point of reference throughout the year.) As things change in our dynamic environment, updates may be necessary. (Don't worry – we'll make sure you're in the loop!)

Please know that my door is open to you – you are always welcome to drop in for a chat!

Once again, welcome to Uni Flats! We wish you all the very best for the exciting year ahead.

Karawhiua!

Tracy de Woeps PGrad Dip Business Admin, MBA

Tautiaki (Warden), University Flats

Phone: 03 479 5088 | Cell: 021 279 1130 | Email: [tracy.dewoeps@otago.ac.nz](mailto:tracy.dewoeps@otago.ac.nz)

# Mission Statement

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To provide a safe, clean, comfortable, well-managed and supportive residential environment that fosters a sense of belonging and enhances the University of Otago experience for students and their whānau.

## About Us

University Flats allows residents to have an independent and enjoyable lifestyle whilst providing them with an umbrella of pastoral care and good property management. Additionally, we seek to enrich our residents' campus life through a dynamic community support program by providing opportunities for students to connect with others.

The Tautiaki (Warden) is responsible to the University and reports to the Senior Warden of Colleges for the administration of Uni Flats and the welfare of the Residents.

At Uni Flats, we endeavour to provide:

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

Concern for others, care and support are important to us. We expect our Residents to take responsibility for their own behaviour and co-operate with the guidelines so that Uni Flats will be a happy, inclusive, and supportive community for all.

## University Policies and Procedures

As a University of Otago student, you have agreed to abide by the University's policies and procedures.

There are four key documents for consideration while staying in Uni Flats:

- Code of Student Conduct – The purpose of the Code of Student Conduct is to promote the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding. To this end, the University expects that students will not engage in behaviours that endanger their own or others' safety and well-being. Students are expected to conform to the standards contained in this Code of Student Conduct off-campus as well as on-campus.
- Ethical Behaviour Policy – The purpose of this policy is to promote ethical interactions between members of the University community and to provide an environment of safety, respect, and dignity so members can participate fully in all aspects of university life.

- Student Charter – The University is committed to scholarship through excellence in teaching, research, and service and to the provision of a stimulating campus environment for the development of lifelong learning skills. The purpose of the Charter is to advance those aims, to acknowledge the University's commitment to the Treaty of Waitangi and to promote good relations between the staff and administration of the University and its undergraduate and postgraduate students.
- Sexual Misconduct Policy – This policy sets out options for reporting sexual misconduct and the process for responding to reported incidents of sexual misconduct.

The University reserves the right to pursue through its disciplinary procedures matters that are also being or may also be, addressed by the legal system or under any of the above-mentioned University policies. For more information:

- <https://www.otago.ac.nz/proctor/otago670687.pdf>
- <https://www.otago.ac.nz/administration/%20policies/otago003161.html>
- <https://www.otago.ac.nz/about/otago005275.html>
- <https://www.otago.ac.nz/administration/policies/otago711781.html>

# University Flats Team

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We are located in Black Sale House, 100 St David Street. Our office is open 8.30 a.m. – 8.00 p.m. Monday to Friday & Saturday and Sundays from 9:00 a.m. – 5:00 p.m. during the academic year. Please note, these hours may be reduced over the summer period (mid-November – mid-February).

The University Flats office observes all University and Public Holidays and will be closed on these days.

## Tautiaki – Warden

Tracy is responsible for leading and managing all aspects of the community and is keen to get to know you! A dual citizen of Great Britain and New Zealand, Tracy was born and raised in Manchester, England and is a long-standing (suffering if this season is anything to go by) Manchester United football supporter. Tracy is married to Matthew and has two teenage sons, Charlie and Harry.

Tracy's office is upstairs on the first floor at 100 St David Street, please don't be shy about dropping in for a chat, you are the reason she is here. Tracy is contactable at all times by phoning (03) 479 5088 - the option to connect to her cell phone is available.

## Tautiaki Piki – Deputy Warden

Jenna Lockhart – the Tautiaki Piki (Deputy Warden) - leads the Pastoral Care team and provides guidance and assistance to all residents in the Uni Flats community.

Jenna has worked in student accommodation for 11 years, both in New Zealand and the UK. Jenna understands how precious (taonga) our residents are, and how important it is to care for them in the absence of their family and friends who are mostly an international flight, or two, away!

Jenna is a Dunedin local and grew up on Otago Peninsula but has lived in the US and UK as well. Please do not hesitate to contact Jenna at any time for support and/or assistance.

“He taonga te tamaiti. Every child a taonga”  
Aroha nui.

## Tautiaki Kaiāwhina – Assistant Warden's

The Tautiaki Kaiāwhina (Assistant Wardens) work in conjunction with the Tautiaki (Warden) and Tautiaki Piki (Deputy Warden) to provide pastoral care and support. They are tasked with events, functions and the inter-collegiate sporting and cultural programme.



## **Kaiāwhina Whare – Sub Wardens**

Our Kaiāwhina Whare (Sub Wardens) help foster and enhance a community spirit amongst the residents living in University Flats.

Our Kaiāwhina Whare (Sub Wardens) are full time third – and fourth – year students at the University of Otago. They help foster and enhance your stay with us at Uni Flats. They are an amazing source of information about all things University of Otago. They have joined our team as they also have flatting experience and can assist with some of the day-to-day challenges of life in a flat. The Kaiāwhina Whare (Sub Wardens) work closely with the Tautiaki Piki (Deputy Warden).

## **Kaiwhakahaere - Administrators**

Our friendly Kaiwhakahaere (Administrators) can assist you with your accommodation payments, mail, and any other general queries you may have.

## **Facilities Team**

The facilities team work hard to make sure the flats are well cared for, if you have any issues in the flat make sure to add them into Te Puna and if you see our facilities staff around please make sure you say hi.

If you have reported a issue that needs fixing in the flat please make sure you let your flat mates know so they are aware someone may be coming to the flat.

## **Kiwi Hosts**

Our Kiwi hosts are valuable members of our team. They are a rich source of information about all things Dunedin. All of our Kiwi Hosts are domestic students and can provide a great insight into life as a New Zealander.

We all work together to ensure that your time in Dunedin is spent as enjoyably, safely, and successfully as possible!

## 24/7 – "On Call" Services

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### Property Maintenance

University Flats have a staff member available out of working hours in case of an emergency; they can be contacted on 021 279 5980 – follow the prompts and you will be re-directed to the person on call.

Please ensure that you log all maintenance issues on Te Puna also, whether it is an urgent job or not.

The on-call phone is active 24/7 for emergencies i.e. no water, flooding, or no electricity in the flat (please wait for the prompts at the end of the voice message to get through to the on-call phone). Other issues can wait until the office opens the next business day. It is our intention to attend to reported issues within 24 hours of them being reported in Te Puna.

### Pastoral Care

For emergency pastoral care after hours please ring 021 279 5980 – our on call staff are well trained and able to provide support for all wellbeing needs.

### Tautiaki – Warden

For other emergencies after hours please ring 021 279 1130.

### Campus Watch Services

Campus Watch is a unique service that the University of Otago provides. The Campus Watch team are frequently seen walking around the Campus and are "walking information booths".

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

The Campus Watch Office is open 24/7 and there is always someone on duty that students can talk to or approach for assistance. It is also the point of contact if you lose your keys or lock yourself out of your flat/room after hours.

Phone (03) 479 5000 or 0800 479 5000 (this is a free call number).

## Selection Policy

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University Flats provide accommodation for single semester international study abroad and exchange students. In addition, newly arriving international undergraduate and postgraduate students completing their final semester of

study will receive an increased priority. These students are generally offered accommodation for the duration of the single semester they arrive at Otago.

In order to fairly allocate rooms, a Selection Policy has been developed for both Undergraduate International Students and Post Graduate Students.

## International Undergraduate Students

### Priority One

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

### Priority Two

- Full degree or full year students in their first calendar year at Otago.

### Priority Three

- Students currently studying who are wishing to be accommodated for the following year.
- Any other student not covered by any of the above categories.

NB: Priority Two and Three students will not be considered for accommodation until after 1st December annually, based upon vacancies for the following year as at 1st December.

Priority Two and Three students should register expressions of interest as soon as possible.

The Tautiaki (Warden) of University Flats retains the right to make allocations outside of these guidelines.

## International Post Graduate Students

A Post Graduate Landing Pad option for International Students who need a place to stay while they orientate themselves to life in Dunedin. The Landing Pad option allows for a 12 week stay, Uni Flats offers four intakes a year on set dates.

University Flats accept applications from Post Graduate students and their families throughout the year. We endeavour to provide accommodation for this group and the earlier we receive the application the easier it is to place this group.

University Flats and the Student Accommodation Centre (SAC) can also provide a list of local rental agents and property owners.

The Tautiaki (Warden) of University Flats retains the right to make allocations outside of these guidelines.

# University Flats Life

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## Preparation and Packing

Prior to coming to University Flats, you will need to give some thought to what you need to bring. Here is an outline of what we provide and some suggestions regarding what to bring. In each University Flat we provide:

- Bedroom: bed, desk, desk chair, wardrobe/hanging rail, drawers, heater, study lamp, mattress protector. Bedding pack (2x pillows, 2x pillow protectors, 2x pillowcases, 1x fitted sheet, 1x flat sheet, 1x duvet inner/comforter, 1x duvet cover, 1x blanket). This is charged to your account at a cost of \$120 for the duration of your stay.
- Communal Areas: Fridge-freezer, microwave, oven, basic kitchen pack (crocery, cutlery, toaster, electric jug, pots, and other cooking equipment), dining table/breakfast bar and chairs, lounge furniture, vacuum cleaner, washing machine and dryer.

The Dunedin climate over winter can be very cold. We can have bitter cold winds, frosty mornings and sometimes even snow. University Flats are mainly heated by heat pumps in the common areas and small electric heaters in the bedrooms. There is NO CENTRAL HEATING in the University Flats.

A sleeping bag is a useful item to bring. It provides extra warmth on the colder nights and will also prove very beneficial for times that you might be away from Dunedin. Ensure that you also pack appropriate clothes for changes in temperature.

## Your Arrival

When you arrive in Dunedin, please go directly to the Uni Flats office in Black Sale House, 100 St David Street to collect your welcome letter and key(s) to your room; you will need to have proof of identity. If you are arriving outside of office hours, there are instructions to call Campus Watch from the telephone at the office door. Campus Watch will then come and give you your key at the office. From there you will be able to move directly into your accommodation.

If you are a newly arriving international student coming from Dunedin airport, you can prebook a shuttle <https://www.supershuttle.co.nz/>

Please advise the shuttle driver to wait for you whilst you collect your key from the Uni Flats office, and then take you to your flat.

Please also refer to the pre-arrival information on the International Office website under 'Student Support' – [www.otago.ac.nz/international](http://www.otago.ac.nz/international).

## Returning Residents

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

- International students offered full year contracts.
- International students who are offered contracts for Semester 2 and Semester 1 the following year.
- Kiwi Hosts.

It is important that students who are remaining for semester two that they remove all their personal possessions from the communal areas (kitchen, bathroom(s), laundry and living areas) of their flat and place these items in their bedroom. All personal food in the fridge and freezer can remain on one shelf and needs to be clearly labelled with your name. Please ensure to remove any perishable items. Signage will be provided for your bedroom door that indicates to staff that the room will remain occupied in the following semester. Bedroom cleaning will not be provided between semesters.

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

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

**Uni Flats do NOT provide storage facilities for belongings at any time during the year.**

## Positive Well-being and Selfcare

When we think of success in a university setting, we often think of academic success alone, without pondering the individual life success stories that help lay the groundwork for wider academic success. These personal success stories are set against the background support provided by Uni Flats, and its staff. This support and guidance can best be described using Te Whare Tapa Whā, the four cornerstones of Māori well-being.

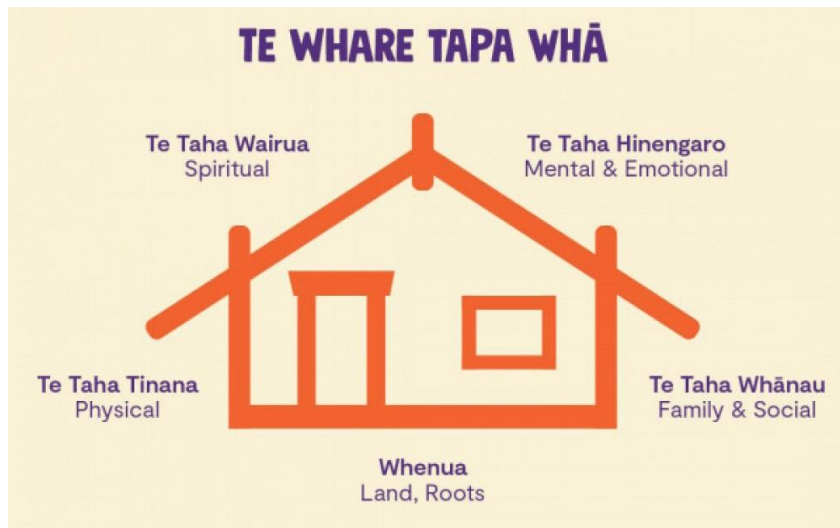
**Taha Hinengaro**, mental and emotional well-being. Uni Flats staff are available for onsite support 24 hours a day through Kaiāwhina Whare (Sub-Wardens) and Wardens who are professionally trained in pastoral care, with an emphasis on inclusivity in all areas. Guidance, individual check ins, and tools for successful living are provided. Mental health services are readily available, backed up by support networks and structures, whether they be in person, by phone, or online.

**Taha Whānau**, social wellbeing. Encouraging those who attend Uni Flats to actively engage in the social aspects of university life, getting to know others, forming friendships and bonds and participating in the many regular social activities Uni Flats provides.

**Taha Tinana**, physical well-being. Healthcare for everyday bumps, bruises and colds are provided by first aid trained pastoral staff at Uni Flats, with further professional health care provided through Student Health and associated University and Community Health Care providers. Provision is also made for assisting those with physical or mental disabilities, from providing wheelchair access to a location, through to study notes from Disability Information and Support and beyond. Physical wellbeing also encompasses the provision of opportunities for physical activity, with Uni Flats staff actively providing regular sporting, recreational, and cultural activities to promote a healthy, active lifestyle. These activities are typically run within and between the Colleges, and through university teams, clubs, societies, and groups. Physical security is also available 24 hours a day on campus through Campus Watch, and the Proctor.

**Taha Wairua**, spiritual well-being. Uni Flats is multicultural, and socially and religiously diverse, and as such there are a range of support services and guidance available to students, from the Māori and Pacific Island Centres, through Chaplaincy Services, to OUSA LGBTQIA+ support and guidance.

From the moment students first walk through our doors they are made to feel welcome and included in daily life at the University of Otago. Great emphasis is put on providing a safe, inclusive, and transparent environment where students



have ready access to information and guidance on their rights and responsibilities. Comprehensive services and avenues for sharing and problem-solving provide the opportunity for self-care, to maintain personal health and well-being and to ensure that their safety is maintained during their stay.

## Flats and Flatmates

Each flat operates independently regarding shopping, cooking, cleaning, and maintaining an environment conducive to academic achievement. You may be living with people from different countries, of different ages, with different needs and expectations and we realise that learning to live with others can sometimes be challenging. The University Flats Tautiaki (Warden), Tautiaki Piki (Deputy Warden), Tautiaki Kaiāwhinas (Assistant Wardens) and Kaiāwhina Whare (Sub Wardens) are all available to assist with information and support to help your Otago flatting experience be a positive one.

## Your Bedroom

All bedrooms are single occupancy rooms (with the exception of several studio and one- and two-bedroom flats). Flat and room allocation is the responsibility of the University Flats staff and is arranged prior to the commencement of your Residential Agreement. Changes are not usually granted and there must be a very good reason for permission to be granted. In the instance of there being an issue of conflict between flatmates, staff will work with the residents in an attempt to resolve the issues.

The use of drawing pins and sellotape on the walls is prohibited. All bedrooms and common areas are equipped with a noticeboard/s. These are there for you to use for posters and other wall hangings. Please do not use anything other than the notice boards to display items in your flat. Please do not attach anything to doors, ceilings, woodwork, or light fittings. Damage caused by any wall hangings will be on-charged to the resident.

**Your fees cover the cost of your room during the term of your contract as stated in your Residence Agreement. Subletting your room is prohibited, as is having guests stay in your absence.**

## In Room Fridges

Uni Flats can provide mini fridges for medication purposes. If you are needing a fridge for this purpose, please note this in your application or contact flats@otago.ac.nz and this will go to our Tautiaki (Warden) for approval.

## Electricity

Electricity is included as part of your University Flats fee. The University is committed to sustainability, and we expect our residents to ensure their power usage is kept fair and reasonable. There are several ways you can do this, some of

which include turning off lights and heating when not in use, and drying washing outside when the weather permits.

All University Flats have a heat pump in the common area. Even though this appears to be large and therefore expensive to operate, it is an efficient method of heating. During the colder months in Dunedin if your heat pump is set at around 20 degrees Celsius and used when you are at home this method of heating is the most energy efficient way of keeping your flat warm.

Hot water also uses a lot of electricity. If each of you have 5-10 minutes showers this will ensure you all get a warm shower as well as saving power and water.

## Laundry

Your flat is provided with a washing machine and dryer, however the best way to dry your clothes is in the fresh air outside.

Drying wet clothes in your room will cause problems with condensation and should be avoided.

## Self-Catering

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

University Flats does not provide a meal plan.

University Flats recommends that residents share in the cost of day-to-day flat expenses i.e. toilet paper, laundry powder, dishwashing liquid, cleaning products etc.

## Flat Inspections

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

To ensure that living conditions are of an acceptable standard there will be two flat inspections during the semester. Any flat that does not pass the inspection is given time to rectify the problem before commercial cleaners are employed. The cost of the cleaning plus all other costs incurred will be on-charged to the flat. Residents who fail to meet required standards will be given more regular inspections and/or face disciplinary action. Residents are required to report any damage or breakages through the Te Puna portal and the property team will action it as soon as possible.

## Semester Flat Inspections

Prior to a formal flat inspection, you will be given a minimum of 48 hours' notice. Inspections will only take place during University Flats business hours, i.e.



Monday to Friday 8.30 a.m. to 8.00 p.m. Weekend inspections may be available by arrangement.

### **End of Semester Inspections**

Prior to your residential contract expiring you will be required to book a full flat inspection. At that time, we will inspect the communal areas as well as your bedroom. It is expected that all furniture will be in the correct rooms and all areas of the flat are clean, tidy, and free from rubbish. Any damage to the communal areas or bedrooms needs to be reported prior to your inspection. You will receive an email with all the details prior to the end of the semester. These inspections (flat and bedroom) are booked by a member of the flat at a day and time that is convenient to all members of the flat. All flat members are required to be present for the flat inspection.

### **Individual Bedroom Inspections**

These inspections are booked by you prior to your departure. Inspections need to be completed within 48 hours of your departure. Please book your inspection through the Te Puna portal.

### **Storage of Items in Uni Flats**

Uni Flats do not provide storage for residents' items or belongings at any time throughout the year. Please ensure all personal items are removed from your Uni Flat prior to the end of your contract. If you have items that you would like to donate, Uni Flats will drop off donation bags near the end of your stay or alternatively you can contact Te Oraka ([sustainability@otago.ac.nz](mailto:sustainability@otago.ac.nz)) or any other Charity Shops.

### **Access to Your Flat**

If a staff member has serious concerns about your wellbeing and/or safety or that of other individuals likely to be in your bedroom, a welfare check will be undertaken by a staff member who will visit and enter your room.

Please note that University Flats staff have authority to enter both your flat and your bedroom at any time should this be required for health, discipline, maintenance, or University Flats management reasons. Staff will respect your space and always announce their arrival.

When a maintenance issue is raised with University Flats staff by a resident, arrangements will be made to have this attended to as soon as possible. No formal notice of the visit will be given to the residents. Respect will be afforded to your space by staff and/or contractors. They will knock and if not responded to will enter the flat and attend to the maintenance issue.

# Residential Information and Regulations

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All University Flats staff members strive to provide a safe and comfortable environment which promotes healthy social interactions and successful study. The welfare of all residents is paramount. To achieve this, it is necessary for University Flats to have a number of rules and regulations which have been detailed in this handbook and in your Residential Agreement.

In all cases, due process is used in dealing with residents and appeal procedures are available. The University of Otago expects all residents to maintain a standard of discipline that is in accordance with the educational goals of the University. All residents are also expected to observe University regulations and local laws and to respect the rights, privileges, and property of others.

## Obligations of Resident

Residents who accept their offer of accommodation agree to the following obligations and responsibilities:

- to show respect and consideration for other residents.
- to respect University property and its furnishings.
- to observe and adhere to the guidelines set out in this handbook.
- to behave in a manner which does NOT bring University Flats and/or the University of Otago into disrepute.

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

## Room Security, Keys, and Insurance

Security is a shared responsibility, and we aim to provide you with a secure residential environment that affords enjoyable living for every resident.

Upon arrival you will be issued with a key/s that will open your flat and bedroom. We recommend that your bedroom door is locked when you are out and when you are asleep. You are responsible for the contents of your room. Please be responsible with your keys at all times (this includes not giving your key to another resident). It is not permitted to have extra keys cut.

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

Uni Flats will not accept responsibility for loss or damage due to theft or accident. Residents are strongly advised to ensure that their possessions are adequately covered by an all-risk insurance policy.

**If you are locked out of your flat/room after hours, contact Campus Watch for assistance (0800 479 5000).**

## Loss and/or Damage of University Flats Property

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

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

Your flat is equipped with furniture and kitchen items to ensure your stay is a comfortable one. During the regular flat inspections, we will inspect the flat property and chattels. In the event that items are missing, and we are not able to identify who is responsible for the loss, replacement costs will be on-charged to those in the flat on a pro rata basis. Your room has been checked prior to your arrival and you are therefore responsible for any damage, other than normal wear and tear, to that room over the duration of your stay (this includes carpet stains).

When you arrive you will be given a link to an online **Room Inspection form** through Te Puna, which needs to be completed within 7 days of you moving into your flat. When you leave the flat, we will use this form to assess any individual damage charges we may associate with your room.

Residents are **not permitted** to arrange the repair of any damage themselves – all damage is to be reported to University Flats for repairs to be undertaken.

## Noise

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

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

## Social Gatherings

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

Living areas in flats may have a small number of residents gathering in them, and behaviour should be civilised and responsible, whilst also taking heed of others’ needs/wishes. If you are hosting a social gathering, please be mindful of others

in your flat and of your neighbours, some of these may be other University Flat residents but some may not. As part of a wider community, it is important that University Flats residents be considerate of their neighbours.

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

University Flats is fully supportive of the Good One Party Register, a joint initiative between the Proctor's Office, OUSA, Health Promotion Agency, University of Otago and the Police for people to register their party online. By registering you are automatically forwarded advice about being a responsible host and what to do should things get out of hand.

If you feel uncomfortable or concerned in any situation, please contact Campus Watch. You can also use the emergency phones on campus, which can be identified by their blue light.

## Visitors/Guests

University Flats facilities are designed to accommodate our residents comfortably and as such we are not able to accommodate others without impacting on residents' comfort and security. Whilst we do not encourage guests to stay, we do realise that under special circumstances residents may have guests to stay for short periods (3 nights per week maximum). It is important that any guest who stays is not inconveniencing other residents. You are personally responsible for the behaviour of your guests, ensuring they are familiar with University Flats regulations and policies.

Please note that a guest is anyone staying in a flat who does not have a residential contract to live in that flat. The Tautiaki (Warden) reserves the right to ask any non-resident to leave the property and to withdraw permission for any visitor/guest to be on the premises or within a University Flats property.

It is not permitted, under any circumstances, for anyone to "live" in a University Flat who does not have a residential contract for the flat. "Live" is defined as having personal effects in that flat and considered by others to be part of the flat or is staying more than 3 nights per week.

## Harmful Digital Communications

Under the Harmful Digital Communications Act 2015 it is illegal to make a visual recording, on any device, of another person without their knowledge or consent,

where the recording shows them naked or partially naked or involved in any activity (eg showering or toileting) that involves dressing or undressing. These are known as intimate visual recordings and are illegal even if they are not shown to other people or shared on social media. Any allegation that a Resident has made an intimate visual recording of another Resident (or any other person) is likely to be treated as serious misconduct and if proven may result in termination of the Resident's contract with no offer being made to rehouse the Resident in another College or flat.

## Weapons

Firearms, archery equipment, spearguns, weapons and replica weapons including (but not limited to) knives and swords may not be kept, stored, or used at Uni Flats under any circumstances. This includes any type of air rifle, including BB guns and spear/ snap guns.

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

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

## Pets

Cats, dogs, birds, rabbits, rodents, turtles/fish, stray ducklings, lizards, and any other animals may not be kept by Residents as pets, nor may they be housed, encouraged or taken into buildings.

If you have a service animal, please contact the Student Accommodation Centre upon completing your Accommodation Application to discuss your requirements.

Please do not adopt or feed stray animals within or around the Uni Flats community. Any subsequent charges that arise due to damage from encouraging stray animals may be charged to your account.

## Parking and Bicycles

There is no **allocated parking** for residents at any University Flat.

Bicycles are not permitted inside any University Flat at any time. It is strongly recommended that you use a lock to secure your bike.

# Drugs

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## Illegal Drugs

The university has adopted a zero-tolerance policy in respect of the possession, use or distribution of illegal drugs by members of its community while on university property or while attending a university, or University Flats event. Where disciplinary process establishes that the Resident has committed a breach of this policy, the contract will automatically be terminated by the Tautiaki (Warden), 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 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 Uni Flats while the matter is considered, the Tautiaki (Warden) may suspend the Resident from Uni Flats 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 (Warden), the Resident shall be entitled to have that sanction reviewed by the Tautiaki (Warden). Where a sanction has been imposed by the Tautiaki (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 Uni Flats. 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 University Flats is alcohol and this is subject to Uni Flats rules and current legislation. Any Resident found in the possession of, under the influence of or using a legal high will face disciplinary action.

### **Drug Paraphernalia**

As we do not condone the use of illegal drugs, or legal substances, 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 Uni Flats 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.

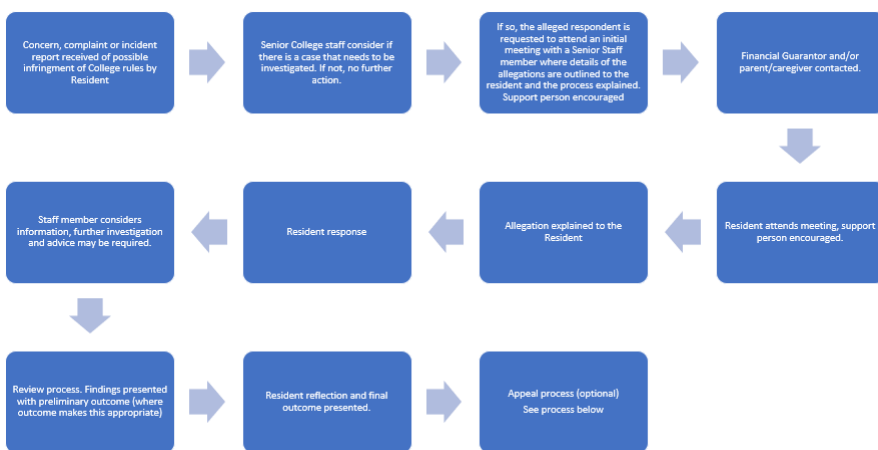
### **Smoking and Vaping**

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

# Discipline

## Disciplinary Process

We aim to have a community where Residents respect themselves and others, a community where healthy social interactions and academic pursuits are expected. Living away from home can take some adjustment and we are here to assist you to learn the benefits of taking responsibility for yourself and your actions. The expectations, guidelines, and policies we have outlined in this handbook have been developed to help everyone have a productive and safe year. Should an incident occur, a disciplinary process may be worked through with you.



A Resident is always entitled to a Support Person and to seek advice from other agencies prior, during, and after the disciplinary process. Information on support services and referral agencies is available from Uni Flats staff and is also available in this Handbook on page 38.

Sanctions that are considered within the disciplinary process include but are not limited to:

- a. no sanction.
- b. formal and informal warnings.
- c. requirements to undertake work and/or attend programmes, counselling, or medical appointments; movement restrictions; referrals to Police or to the University Proctor.
- d. fines, and reparation (including those made on groups of which the Resident is a part, where individual responsibility cannot be attributed) and directions to make reparation to third parties.

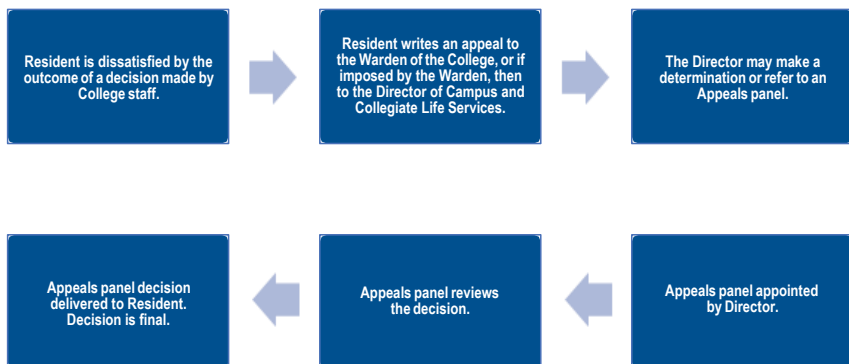


- e. restrictions on activities, including alcohol bans, and non-association or non-attendance requirements.
- f. suspension of the right of residence, or termination of the contract neither of which shall affect a Resident’s ongoing liability for fees.

## Appeals

Where any decision is imposed by a person other than the Tautiaki (Warden) of Uni Flats, the Resident shall be entitled to have that decision reviewed by the Tautiaki (Warden). Where (a) a disciplinary sanction has been imposed by the Tautiaki (Warden), or (b) the Resident is not satisfied with the outcome of a review performed by that person, or (c) action is taken by University Flats under clause 3.1(e) of the Accommodation contract the Resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the relevant decision to the University’s Director of Campus and Collegiate Life Services (“the Director”). The grounds on which an appeal may be brought under this clause are (a) that the decision will cause unreasonable hardship to the Resident; (b) that the decision was reached without giving the Resident a fair hearing, or by a process that was otherwise unfair, (c) the Resident wishes to put forward newly available information which could not have been provided when the decision was made (d) the consequences of the decision are manifestly excessive having regard to the circumstances. An appeal shall be in writing and set out the grounds the Resident relies on for the appeal. .

The Director may determine any appeal as he or she thinks fit, or, in his or her absolute discretion, may 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.



## Making a Complaint

It is important that concerns or complaints by members of our community are addressed and resolved as quickly as possible. To ensure the best outcomes for everyone we aim to work in a fair and consistent manner in the resolution of issues raised.

## Procedures for Concerns

Members of the community are encouraged to talk directly with a staff member when a concern arises. However, if you do not feel this is appropriate or the concern is not resolved, you can approach the Tautiaki Piki (Deputy Warden) or Tautiaki (Warden). Many issues or complaints can be resolved through informal means. All staff are trained and permitted to resolve issues to the satisfaction of all parties. In many instances these matters will be addressed verbally, and written confirmation of an outcome may not be necessary.

We understand that sometimes matters are of such significance that informal resolution is not appropriate. In such instances a formal complaint is necessary and appropriate procedure as detailed below will be followed.

- Any formal complaint should be addressed to or raised with the Tautiaki (Warden) of your college. Where your complaint is about or involves your Tautiaki (Warden) a complaint can be made to the Senior Warden of Colleges or, if it is about or involves that person, to the Director of Campus and Collegiate Life who may appoint a nominee to deal with the matter.
- When a complaint is received, the Tautiaki (Warden) or their nominee, will discuss the matter with the complainant to seek any necessary clarification before deciding the detail of the process to be followed before determining what action, if any, should be taken. The complainant may have a support person with them during this meeting if desired.
- The Tautiaki (Warden) or their nominee will investigate the complaint. This may include contacting other members of the community or other individuals, as necessary.
- Depending on the nature of the complaint the Tautiaki (Warden) or nominee may refer the complaint and or any investigation to the Senior Warden of Colleges, the Proctor, or any other person as necessary.
- The complaint will be investigated with a level of formality appropriate to the nature of the concerns raised and will be treated in confidence as far as possible. However, all complaints will need to be handled in accordance with natural justice, meaning any persons responding to a complaint must have the opportunity to hear all details about it and have the opportunity to present their point of view. Any such person will also be entitled to have a support person during any discussion of the complaint if they wish. Details about a

complaint may also need to be shared with other people who it appears may have relevant information to supply to an investigation.

- The Tautiaki (Warden) (or nominee) will decide what steps will be taken as a result of the findings of the investigation.
- Complainants will be informed of the outcome of the investigation.
- If the complainant is dissatisfied with the outcome of the complaint they may write to the Director of Campus and Collegiate Life Services within seven working days, for a review of the process.

# Health and Safety

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## General Safety

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

## Smoke Alarms

All University Flats come equipped with smoke alarms for your safety. The alarm will be either hardwired or a 10-year photoelectric type. If any alarm starts beeping without just cause, please contact our maintenance team - 03 479 8688.

As the alarms are installed for your safety it is vital that they remain in place at all times. If we find that an alarm has been tampered with, you or the flat will be held accountable for its reinstatement. There is a standard \$150 fine for tampering with an alarm.

If the hardwired alarm sounds, please follow the instructions located next to the alarm.

## Fire Safety Equipment

All bedrooms are fitted with smoke alarms. For fire safety reasons, candles, incense burners, or any other item that has or requires a naked flame are not to be used within any UniFlats bedroom, common space, bathroom, or outdoor space.

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 Uni Flats.

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. Flammable liquids (e.g. kerosene, gasoline etc.) are not permitted to be stored in flats. Fire regulations require hallways and shared spaces to be kept clear. Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms.

Room personalisation is encouraged, and supported, within common sense limits and fire hazard prevention regulations. Any combustible items (e.g. posters and pictures etc.) should not be affixed to the doors, ceilings, light fittings or woodwork.

## Fire Seasons in Dunedin

It is an offence under the local Dunedin City Council bylaw to light an open fire at any time – this is applicable to all University Flats properties.

## Electrical Fittings

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

Please do not interfere with the HRV system panels located on the wall. If you have any concerns or queries, please contact the property team.

## Electrical Appliances

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. You must have all items tested prior to or once you arrive at Uni Flats. Technicians will be available at the start of each semester to test your appliances.

All electrical items supplied by us have been tested and are deemed safe to use. If you find that any of these items are damaged or are not working, please notify us as soon as possible.

## Commercial Hire Scooters – Use and Charging

Commercial Scooters, e.g. Neuron (or their equivalent) are not permitted to be charged or stored in Uni Flats. The charging of personal electric scooters is deemed to be acceptable as long as the charging devices complies with all NZ and University of Otago safety standards.

We strongly recommend riders take care of their own safety by wearing a helmet, to help prevent injuries in the event of an accident.

## Electric Vehicle Charging

The charging of electrical vehicles is not permitted at Uni Flats. Charging stations are available on Campus and in the wider Dunedin area.

## Cyber Safety

Residents are expected to comply with University of Otago guidelines regarding internet and communications usage as outlined in the Information and Communications Technology Regulations available on the University of Otago website. Residents are also required to comply with the University's Student Code of Conduct which states that students have the right to be safe and free from harm or intimidation in their interactions with others, including interactions via electronic media.

## Reporting Incidents

There is up-to-date information in each flat to assist you reporting incidents to the appropriate people:

- Log onto Te Puna maintenance (for non-emergency incidents)
- University Flats maintenance office phone is (03) 479 8688 hours (Monday – Friday), 8.30 a.m. – 5.00 p.m.)
- Outside of hours for emergencies please call 021 279 5980
- Campus Watch number is 0800 479 5000

For emergency situations dial **111**

**When calling 111 please remain on the line until the emergency dispatcher has adequate information and tells you that it is ok to hang up.**

To help us achieve a secure environment we have put extensive safety and security measures in place such as smoke detection systems in all flats and Campus Watch conduct security patrols throughout the year.

# Emergency Procedures

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## Fire

If you discover a Fire:

- Operate the nearest fire alarm call point
- Ensure the Fire Service is called on 111, tell them:
  - Name and address: Your name and street address
  - The nature of the emergency
- Leave the building via your designated escape route.
- Report to your designated assembly area.
- Do not return to the building

## Earthquake

**DROP** down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.

**COVER** your head and neck (and your entire body if possible) under a sturdy table or desk (if within a few steps of you). If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.

**HOLD ON** to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around. The shorter the distance to your safe place, the less likely it is that you will be injured by furnishings that become flying debris during the shaking.

Practice drop, cover, and hold in each safe place. Drop to the floor, take cover under a sturdy piece of furniture, and hold on to a leg of the furniture. If suitable furniture is not nearby, sit on the floor next to an interior wall and cover your head and neck with your arms. Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. Practice drop, cover, and hold at least twice a year. If you are inside, you should remain inside, if you are outside, you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards. If you are instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

# Campus Lockdown

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## Threat to life on Campus

- The Campus will be locked down
- A notification will be sent to your mobile phone
- Close all curtains in your flat
- Lock the flat front door and your bedroom door
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops.
- Move away from all windows and/or doors
- Move to a higher floor where practicable
- Remain quiet
- Await instructions from Emergency Service and or the University of Otago

## Threat to life in Community

Run – Hide – Fight

**RUN** – to a place of safety

- Have an escape route and plan in mind
- Leave your belongings behind
- Keep your hands visible

**HIDE** – if unable to run from the area, hide

- Hide in an area out of the shooters view
- Block entry to your hiding place and lock the doors
- Silence your cell phone
- Turn off lights, radios, computer monitors

## Fight

As a last resort and only when your life is in imminent danger

- Attempt to incapacitate the shooter

Act with physical aggression using whatever items you can, throw items at active shooter or try and overpower them.

## Pandemic Safety

In the event of a Pandemic all Residents are expected to be prepared and adhere to:

- Ministry of Health Directives and Guidelines
- Ministry of Education Directives and Guidelines
- University of Otago Guidelines
- Instructions from Uni Flats
- Social Distancing Guidelines and Restrictions
- Sanitising Requirements

You should have your own medical kit and masks.



## COVID

During the COVID-19 pandemic University Flats will remain open unless closed by the Ministry of Education.

It is imperative at all levels that you advise a staff member when you are feeling unwell and if you have COVID-19 symptoms, we strongly encourage you to seek a COVID-19 test. If you have tested positive for COVID-19, we recommend you isolate in your room for 5 days, even if you only have mild symptoms. If you need to leave your room, we recommend you wear a mask to prevent the spread of covid to others.

University Flats will act in accordance with up-to-date advice from the Ministry of Health, Ministry of Education and University of Otago management. For up to date COVID-19 information from the University of Otago visit:

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

## Emergency Preparedness

Emergency Procedures Booklets are displayed in a communal area in every flat. Please read these and take note of instructions given by the staff at the beginning of the year.

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

Minimum requirements:

- Emergency contact details – a written copy as well as next of kin listed on your cell phone
- 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 cell 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

## Confidentiality

As a Resident you should be aware that study, behaviour, and health matters are not confidential to individual staff members, but to the staff team. You should expect that individual Kaiāwhina Whare (Sub-Wardens) and other staff will share such matters with Uni Flats management team, as necessary.

The Tautiaki (Warden) of Uni Flats has concern and responsibility for the whole College, and therefore all staff members consult with the Tautiaki (Warden) over issues with Residents. The Tautiaki (Warden) only shares personal or sensitive information on a “need to know basis” with other staff.

Staff may suggest to Residents that it would be more appropriate if some matters were shared with a professional from the Student Health, Mental Health and Wellbeing team or with other outside agencies. Staff, including Kaiāwhina Whare (Sub-Wardens), will treat all Residents’ concerns and private details with respect and confidentiality. There are occasions when it may be necessary for the Tautiaki (Warden) or other members of the management team to contact or disclose information to relevant parties (e.g. parents/caregivers, health professionals, financial guarantors).

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 Whare (Sub-Wardens)
- there have been serious breaches of the University College guidelines or policies
- payment of accommodation fees is in arrears.

# Pastoral Care Act and Code

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Under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 – Education in New Zealand, the Government has set minimum standards to support the safety, wellbeing and care of students in residential colleges. The University and all its Colleges have processes in place to ensure that we meet and exceed the Government requirements.

## Education and Training Act Code of Practice

University Flats 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/>

## Grievance Procedure

If a resident has a grievance or dispute with the conduct of another University of Otago Student, University Flats resident or staff member, then the resident may discuss this with the Tautiaki (Warden) of University Flats who will determine the matter subject to the information set out below.

# Consent

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In all relationship matters it is essential that mutual respect and consent is followed by both parties. All Residents of Uni Flats 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.

## More Info About Consent

During the first weeks of the Uni Flats year, Te Whare Tāwharau will come to Uni Flats and provide the CommUNITY102 workshop. This is a workshop designed to explore ideas about relationships and to learn skills to create a community that looks out for everyone.

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=oQbei5JGt8>

[http://www.areyouok.org.nz/resources/free-resources/you-me-us-booklet/Male Survivors \(toah-nnest.org.nz\)](http://www.areyouok.org.nz/resources/free-resources/you-me-us-booklet/Male-Survivors)

<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 Uni Flats staff member who will treat you with respect and care. A staff member may encourage you to seek additional assistance from Uni Flats 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

# Physical Health & Wellbeing

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We appreciate that your health is your concern, however, it is important that in the event of you being unwell, sustaining an injury or being involved in an accident that Uni Flats are informed. It is important that all international students understand the terms and conditions of their Medical Insurance and know who and/or where to visit when medical attention is required.

We have compiled the following list of important medical contacts:

- Student Health during the week – 0800 479 821 or [www.otago.ac.nz/studenthealth](http://www.otago.ac.nz/studenthealth).
- The Dunedin Urgent Doctors & Accident Centre is located at 18 Filleul Street and is open seven days a week from 8.00am to 10.00pm - (03) 479 2900.
- The Accident and Emergency Department at Dunedin Hospital – (03) 474 0999.

If a student is very unwell and can't get to any of the above call 111 for an ambulance.

Please note that in the event an ambulance is called, the cost of this service may be on- charged to you. If you are unsure about any health-related issues, please don't hesitate to contact the staff at the University Flats office.

## Dentist

For emergency dental treatment, you can make an appointment at the Dental School who run morning and afternoon clinics. You will be checked by a senior dental student who works under the supervision of a qualified dentist.

The Dental School is located at 310 Great King Street – (03) 479 8889  
[dental.clinicaladministration@otago.ac.nz](mailto:dental.clinicaladministration@otago.ac.nz)

## Healthy Alcohol Management

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

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

The use of kegs, home-brewing equipment and drinking apparatus (including funnels, yard glasses and snorkels) is prohibited.

Your welfare and safety are our concern and excessive use of alcohol will impact on all facets of your life. To assist a resident that might be having problems with

alcohol control, University Flats staff can be approached in confidence for advice, or referral to discrete health care professionals.

Should alcohol related behaviour disturb, intimidate, or threaten other students or members of the public, then the resident may be dealt with by the University Proctor under the University Code of Student Conduct.

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

### **Information about safe drinking:**

<https://www.alcohol.org.nz/help-advice/is-your-drinking-ok> <https://www.drinkaware.co.uk/advice/staying-safe-while-drinking/how-to-stay-safe-at-uni/> <https://www.hellosundaymorning.org>

### **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 the on-call staff member
- Calling our 24/7 duty number: 021 279 5980
- Speaking to the staff member at reception
- Speaking to any staff member
- Emailing: [flats@otago.ac.nz](mailto:flats@otago.ac.nz)

# University Flats Services

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## Te Puna

Te Puna is our online tool to assist you while you are living at Uni Flats.

Te Puna functionality includes the following:

- Accommodation – Apply for accommodation.
- Accounts – View your account and make payments.
- Maintenance – Report maintenance issues.
- Room Inspection Form – Sign off on your room upon arrival.
- Shopping Cart – Purchase items and event tickets.
- Time away – Let us know if you are going to be away from Uni Flats by recording your departure and return dates. This includes temporary absence during semester time and semester breaks.
- Check out- to record your leaving date at the end of your agreement.



Please bookmark the following URL to Te Puna:

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

## 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 flat 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.

**Please note:** At times it may be necessary to relocate you to alternative accommodation so that maintenance work can be undertaken on your flat.

## Academic Support

Our Tautiaki Piki (Deputy Warden) can assist residents in accessing appropriate support services. There is also support available through your academic departments.

## Pastoral Care

University Flats employ full time staff, who are responsible for the provision of pastoral care to residents.

The Pastoral Care team help secure an environment of caring concern for all residents and encourage a healthy community life, a proper mix of study, relaxation, and good friendship within the wider University Flats community. They have an open-door policy and are happy to meet with residents both on and off campus. Please contact them if you have any concerns or need support, they are here to help.

## Support Services

AskOtago	0800 80 80 90 (03) 479 7000	otago.custhelp.com/
Campus Watch	(03) 479 5000	otago.ac.nz/proctor/campuswatch/ 0800 479 5000
Career Development Centre	(03) 479 8244	otago.ac.nz/careers/
Chaplains	(03 479 8497	otago.ac.nz/chaplain
Disability Information and Support	03 479 8235	otago.ac.nz/disabilities
Dunedin Public Hospital	03 474 0999	
Dunedin Urgent Doctor and Accident Centre	03 479 2900	dunedinurgentdoctors.co.nz/
Healthline	0800 611 116	
International Office	03 479 7000	otago.ac.nz/international
Lifeline Aotearoa	0800 54 33 54 Text 4357	www.lifeline.org.nz/
ŌCASA – Ōtepoti Collective Against Sexual Abuse	03 474 1592	www.ocasa.org.nz/
OUSA – Support	0800 12 10 23	www.ousa.org.nz
OUSA Club and Socs	03 479 5960	www.ousa.org.nz/clubsandsocs
Pacific Island Centre	03 479 8278	otago.ac.nz/pacific
Social Impact Studio	03 479 8631	otago.ac.nz/social-impact-studio
Suicide Crisis Helpline	0508 82 88 65	
Student Health	(03) 479 8212 0800 479 821	otago.ac.nz/studenthealth
Student Learning Development	03 479 8801	otago.ac.nz/hedc/students/
Te Huka Mātauraka (Maori Centre)	03 479 8490	otago.ac.nz/maoricentre
Te Whare Tāwharau – Sexual Violence Support and Prevention Centre	0800 479 379 03 479 3790	otago.ac.nz/te-whare-tawharau/
Unipol/ Recreation Services	(03) 479 5888	otago.ac.nz/recreation/
Need to Talk? Text or call	1737	1737.org.nz



## Events

Every semester the University Flats community support team run a series of events and functions that all residents are welcome to attend and participate in. The year traditionally starts with the Inter College Sports Day and a week later we have a Speed Meet & Greet event so that our residents can get to know one another better. Throughout the semester, we participate in all Inter College Events as well as hosting our own in-house events. Our in-house events are many and varied.

Our calendar is very flexible, and we have the ability to add in new events if a resident or group has an idea for a function or event as well. We encourage our residents to put their thinking caps on and come up with ideas that they think may be fun for everyone.

## Internet

Each flat is supplied with a broadband service. This service and an associated per semester charge is applied as part of your Residential Fee or included in your weekly fee.

Each student will be given the password to the modem in their flat on arrival – it is crucial that this access is not shared with anyone outside your own flat. This service is routed through the University's VPN (Virtual Private Network) and all traffic is filtered as if you were working from the campus.

Further information can be found at <http://www.otago.ac.nz/its/services/network>.

If the internet in your flat has issues, please report any issues under the "Maintenance" tab on Te Puna and the Pastoral Care team will come and fix it as soon as they can.

**Please note:** Internet will only be fixed during office hours. If you have internet issues it is important to report this through Te Puna.

## Rubbish, Recycling, and the Environment

Blue recycle bins and yellow topped recycle wheelie bins are provided for each flat. Both bins are numbered to the flat's street address and will need to be put out on the kerb for collection each week. The blue bin is for recycling glass (without lids) and the yellow lidded wheelie bin is for tins, plastics, cardboard, and paper. Please note that non-compliant items in either of the recycling bins will result in the non-collection of these bins.

Please check the information in your flat for what specific days your waste and recycle are collected (most University Flats have their waste bin collected Monday and recycle bins Tuesday, however there may be some differences in collection days for certain flats). General waste must be placed in the green/red lidded wheelie bin and put out the night, same for your blue glass and yellow lidded recycled bins.

**Please bring your bins in once they've been emptied to prevent them from going missing.**

Recycling is a good way of reducing the negative impact our community has on the environment. We believe in reusing and recycling as much as we can.

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

Further information on recycling and general rubbish collection will be emailed to you at the beginning of each semester and can be found on the general notice board in each flat.

## Mail/Packages

### **Inward:**

If you are being sent important mail or packages it is advisable that these, be addressed to you and sent care of University Flats, using the following address:

**(Your Name)**  
**University of Otago**  
**University Flats**  
**362 Leith Street**  
**Clocktower Building – Mailroom**  
**Dunedin 9016**  
**NEW ZEALAND**

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

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

### **Outward:**

If you wish to send a package home, the University Mailroom (located in the basement of the Clocktower) also provides a very competitive mail service.

Take your package to the Mailroom and they will advise you of the cost. You must then make payment.

For more information on the mail room services please see their website – <http://www.otago.ac.nz/propertyservices/services/mail/>

# Financial Information

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## Acceptance of Residential Contract

When you accept a place at University Flats you acknowledge that the privilege of residence is afforded only to full-time students at the University of Otago.

When you accept a place in a University Flat, you undertake a contract to pay for the full term of this residence. There is no reduction in fees if residents are absent from their flat during any of the period of residence. On acceptance to the University Flats, 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 payments. Residents choosing a weekly payment option must have a direct debit set up in time for the first payment or have been in contact with the Uni Flats Administration team to arrange an alternative payment option. 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. Uni Flats administration staff will assist with any queries you have about your account.

The fees and semester period are listed on our website, and this will also be stated in your offer.

## Early Departure and Liability for Fees

In the event that you leave University Flats prior to the end of your contract you are still liable for payment of your fees as per the conditions of your contract found at (<https://www.otago.ac.nz/accommodation/apply-for-accommodation/terms-and-conditions/index.html>). A \$500 penalty fee that may be applied in the instance of early termination of the contact. Please note that should several residents leave the University Flats prior to the end of their contact, a replacement resident is deemed to fill the place of the first, or next person to have vacated the Flat, regardless of which room this replacement resident moves into.

Where it is necessary, as a result of exceptional or unforeseen circumstances, to withdraw from University Flats during the academic year, you must immediately give written notice of intention to withdraw to the Tautiaki (Warden). You may be asked for any relevant supporting documentation that confirms your situation. Residents who are considering withdrawal from their programme of study are advised to meet with the Tautiaki (Warden) to discuss the situation.

Where a contract is terminated by the University, the account will be finalised and any refunds due to the resident will be actioned in a timely manner following University policy and procedures. Students who have been awarded a scholarship by the University need to be aware that scholarships are only applied once all documentation has been completed. If the Scholarship recipient withdraws from

their course of study, or no longer meets any other conditions of the scholarship, the University may require repayment (in part or full) of any scholarship payments already made. If you are considering withdrawing from study, please be aware that your Uni Flats administration staff will need to work with the Scholarship's Office in order to finalise your account. Additional work may also be required if a scholarship has been paid by an external party.

### **Period Covered by Uni Flat Fees**

The dates covered by your Residential Agreement are stated in your Uni Flats contract. If you arrive prior to your Agreement start day or depart after the final date, you will be charged for extra days. Permission from the Tautiaki (Warden) needs to be sought for any potential early arrivals and/or late departures.

No refund or reduction in fees are available for any period of absence from your Uni Flat during the dates covered by your Residential Agreement, unless specially mandated by the University with regards to specific events. Subletting your room is prohibited, as is having guests stay in your absence.

### **Fee 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.

Should the problem persist, the 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 their Uni Flat. A debt collection agency may be engaged, when necessary, with collection costs being on-charged to the resident.

Please raise payment issues with the administration staff or the Warden as soon as possible, this enables time to investigate the support options available to you before your study and well-being is impacted.

## Payment Due Dates

The fees, semester period, payment deadlines and payment options will be stated in your offer letter.

Students should be aware of their obligations regarding the timely payment of fees. It is expected that residents will either make a lumpsum or weekly payments depending on the payment plan they select when they accept the offer.

**Option 1:** Upfront payment per Agreement

Due: 5:00 p.m. 15th February 2024 (Full Year students and Semester 1 students)

Due: 5:00 p.m. 31st July 2024 (Semester 2 students)

**Option 2:** Weekly payment

Due: 5:00 p.m. each Thursday after the Agreement starts

**Please note:** These payment due dates do not apply to Sending Institute residents.

## How to pay

Residential fees may be paid in a variety of ways:

- Otago Te Puna Portal **(Recommended)**
  - o NZ bank accounts
  - o NZ or International credit cards (surcharge applies)
- EFTPOS at the University Flats office
  - o NZ debit cards
  - o NZ or International credit cards (surcharge applies)
- Direct debit (NZ bank accounts only)
- Internet banking (NZ bank accounts only)
- International bank accounts by either wire or telegraphic transfer (bank fee applies)

Otago bank account details, methods of payments and payment links can be found on <https://www.otago.ac.nz/uniflats/faqs/index.html#how-to-pay>

## Uni Flats Contact Information

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It is suggested that you copy or print this page and leave it at home with your parents or guardian. Please refer to page 40 for the complete address for sending parcels.

### **Our Postal Address is:**

University Flats  
P.O. Box 56  
DUNEDIN 9054

### **Our Physical Address is:**

Black Sale House  
100 St David Street  
North Dunedin  
DUNEDIN 9016

### **University Flats Telephone Numbers:**

Tautiaki (Warden)	64 3 479 5088	021 279 1130
Tautiaki Piki (Deputy Warden)	64 3 479 5980	021 302 683
Tautiaki Kaiāwhina (Assistant Warden)	64 3 479 6532	021 279 6535
Tautiaki Kaiāwhina (Assistant Warden)	64 3 479 6532	021 279 6532
Tautiaki Kaiāwhina (Assistant Warden)	64 3 479 6532	021 279 0475
Administration	64 3 479 6535	
Property Manager	64 3 479 8688	021 220 2504
Property Assistant	64 3 479 8688	021 279 2183
Maintenance Team		
	64 3 479 8688	

## Emergency & Useful Phone Numbers

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Fire/Ambulance/Police	111
Student Health & Counselling Centre	0800 479 821
After Hours Urgent Doctor	(03) 479 2900
University Campus Watch	(03) 479 5000
Health Line	0800 611 116
Youthline	0800 37 6633
Poisons Centre	0800 764 766
Alcohol and Drug Helpline	0800 787 797
Lifeline	0800 543 354
Relationship Services	0800 RELATE
Rape Crisis	(03) 474 1592
Te Whare Tawharau	0800 479 379
Netsafe	0508 NETSAFE
OUSA Support Network	(03) 479 5449/5445 (queer support)

# Websites of Interest

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## General Links

- Student Health: [otago.ac.nz/studenthealth](http://otago.ac.nz/studenthealth)
- MOH - Pandemic: <http://www.moh.govt.nz/moh.nsf/indexmh/pandemicinfluenza>
- Advocacy Contacts: <http://www.hdc.org.nz/advocacy>
- Health & Disability: <http://www.hdc.org.nz>
- Otago District Health Board: <http://www.otagodhb.govt.nz/Portal.asp>
- ALAC: <http://www.alcohol.org.nz/>
- Everybody: <http://www.everybody.co.nz/>
- Reach Out: <http://www.reachout.com.au>
- Rape Crisis: [www.ocasa.org.nz/](http://www.ocasa.org.nz/)

## Sexual Health Links

- Gardasil <http://www.gardasil.com>
- Healthy Women <http://www.healthywomen.org.nz>
- New Zealand AIDS Foundation: <http://www.nzaf.org.nz/>
- New Zealand Herpes Foundation: <http://www.herpes.org.nz/>
- New Zealand HPV Project: <http://www.hpv.org.nz/>
- NZ Sexual Health Society <http://www.nzshs.org/content/nzshs/58/2-58.htm>
- Rainbow Youth: <http://www.rainbowyouth.org.nz/>
- Smarter Sex: <http://www.smartersex.org/>

## Mental Health Links

- Black Dog Institute: <http://www.blackdoginstitute.org.au/>
- The Low Down <http://www.thelowdown.co.nz>
- RID – Recovery via Internet from Depression: <http://www.otago.ac.nz/rid>
- Depression Website: <http://www.depression.org.nz/content/depression>



**Black Sale House, 100 St David Street**  
**Telephone 03 479 6535**  
**Email: [flats@otago.ac.nz](mailto:flats@otago.ac.nz)**