

UNIVERSITY FLATS

HANDBOOK

UNIVERSITY
OTAGO



Ti Whānui Wānanga o Ōtago



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Introduction

Welcome Message – Warden, University Flats

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

University Flats are a residential community, and as such we offer support and services to provide you with pastoral care, social and recreational opportunities. To further enhance your stay at Otago there are a number of fellow students that fill the role of Sub Wardens.

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

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

Tony Buchanan
Warden

Mission Statement

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 families.

About Us

University Flats allows the 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 University of Otago Code of Conduct serves as the basis for the way in which we approach our service delivery and expected outcomes. The Code of Conduct promotes the University's academic aims and a sense of community through the cultivation of mutual respect, tolerance and understanding.

We expect that our residents have consideration and respect for each other - especially in matters of acceptance, noise and safe behaviours. We do not tolerate any discrimination against another resident on the basis of gender, age, disability, nationality, sexual orientation, religious affiliation, or any other reason.

University Flats Team

We are located at 109 St David Street. Our office is open 8.30am to 5.00pm, Monday to Friday.

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

Warden

The Warden is responsible for the overall management of the University Flats operation, and is contactable at all times by phoning (03) 479-5088 – the option to connect to their cell phone is available.

Deputy Warden

The Deputy Warden leads the pastoral care team and provides guidance and assistance to the students residing in University Flats. The Deputy Warden works closely with other support networks on campus and also has a working relationship with the International Office. In the event of accident, illness, homesickness, academic stress, bereavement, and any other personal issue, the Deputy Warden can be contacted and will help and support the student concerned. They will liaise between family at home, the University and other agencies that may be involved.

Assistant Warden

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

Administration

Our friendly Administration team can assist you with your accommodation payments, mail, maintenance requests and any other general queries you may have.

Property Manager

The Property Manager is responsible for the overall management of all University Flats properties.

Property Assistant

The Property Maintenance team work in conjunction with the Property Manager to attend to reported maintenance issues.

Maintenance issues can be reported by phoning (03) 479 6535 or emailing flats@otago.ac.nz

Sub Wardens

Our Sub Wardens are also residents in a University Flat; they help foster and enhance a community spirit amongst the residents living in University Flats.

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

24/7 – “On Call” Service

Property Maintenance

University Flats have a staff member available out of working hours in case of an emergency; they can be contacted on (03) 479 8688 – follow the prompts and you will be re-directed to the person on call.

Pastoral Care

For emergency pastoral care after hours please ring 021 279 5980 (operates from February to November each year).

Warden

For other emergencies after hours please ring 021 400 749.

Resident Selection Policy

University Flats provide limited accommodation to single semester and full degree postgraduate students. In addition, newly arriving full degree international undergraduate students will receive an increased priority. These students are generally offered accommodation for the duration of the calendar year they arrive at Otago.

In order to fairly allocate rooms, a Residential Selection Policy has been developed.

Post Graduate Students

Priority One

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

Priority Two

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

Priority Three

- Full degree students who commenced study after 1 August of the current year wishing to be accommodated for the following year.

Priority Four

- Students currently studying who arrived prior to 1 August wishing to be accommodated for the following year.
- Any other student not covered by any of the above categories.

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

These students should however register interest in remaining with University Flats early as they will be further prioritised both by the date they apply and their individual circumstances.

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

University Flats Life

Your Arrival

When you arrive in Dunedin please go directly to the University Flats office at 109 St David Street to collect your welcome letter and key(s) to your room; you will need to have proof of identity. From there you will be able to move directly into your flat.

If you are a newly arriving international student coming from Dunedin airport, you will have been able to pre book a shuttle that should drive you to the University Flats office and wait whilst you uplift your key, then take you to your flat (refer to the “pre-arrival information on the International Office website under ‘Student Support’ – www.otago.ac.nz/international).

A few days after you have arrived and settled into your flat please call into the University Flats office to sign your residential documents and meet our staff. We will also be able to help you with any matters/questions you have. Please locate and read the information sheets on the noticeboard in your flat.

Kiwi Hosts

A New Zealand student will live in each of the University Flats and act as the NZ host to assist their international student flatmates enjoy the full “Otago” experience.

This is only applicable to the flats accommodating commencing first year international students in 2021.

Returning Residents

As 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 Host students on full year contracts.

It is critically important that students who are remaining for the second semester remove all their personal possessions from the communal areas of their flat and place these items in their bedroom. All these students will be given signs for their bedrooms that indicate to staff that the room will remain occupied in the second semester.

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

The same situation applies for any student who is returning for the following year. All areas of the flat, excluding the bedrooms of those returning, undergo a full clean at the end of the year. This includes the removal of all items from bedrooms and common areas of the

flat (except those bedrooms that will be reoccupied) that do not form part of the University Flats supplied chattels.

Obligations of 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.

Flats and Flatmates

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

Your Room

All of the rooms are single occupancy rooms (with the exception of several studio, one-bedroom and family houses). Flat allocation is the responsibility of the University Flats staff, and is performed prior to the commencement of your Residential Agreement. Changes are not usually granted and there must be a very good reason for this 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. A large number of our bedrooms and common areas are equipped with a noticeboard/s. These are there for you to use for posters and other wall hangings. If your bedroom does have a noticeboard then you are to use this only and not put anything on the walls. If you do not have a noticeboard and wish to hang things on your walls we ask that you only use **blu-tac**. Please do not attach anything to doors, ceilings, woodwork or light fittings. Any 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.

Flat Inspections

You are responsible for cleaning your own bedroom and, together with your flatmates, you are all 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 is a flat inspection of the communal areas that takes place mid-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. Residents who fail to meet required standards will be given more regular inspections and/or face disciplinary action to assist them in maintaining a suitable living environment. You are required to report any damage or breakages to the University Flats office as early as possible.

Mid-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 normal University Flats business hours, i.e. Monday to Friday 8.30am to 5.00pm. These inspections are normally carried out towards the middle of each semester.

Departure Inspections

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. These inspections will only take place during normal University Flats business hours, i.e. Monday to Friday 8.30am to 5.00pm.

Prior to your residential contract expiring you will be required to book a full flat inspection. At that time we will check the condition of 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. You will receive an email with all the details prior to the end of the semester.

Access to Your Flat

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

When a maintenance related issue is raised with University Flats staff by a resident of the flat, arrangements will be made to have this rectified as soon as possible. In these situations no formal notice of the visit will be given to the residents. Respect will be afforded to your space and staff will always knock first; if no one is home, entry will be gained in order to attend to the maintenance issue that was raised.

Residential Information and Regulations

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 the University Flats to have a number of rules and regulations which have been detailed in this Handbook and in the Residence 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.

Pastoral Care Act and Code

Under the [Education \(Pastoral Care\) Amendment Act 2019](#), 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.

Grievance Procedure

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

Discipline

Any resident in breach of rules and regulations within this Handbook, or in their University Flats Residential Agreement, may be subject to sanction or a combination of sanctions. Possible sanctions include but are not limited to:

- a verbal or written warning;
- a fine or directions to make reparation;
- having the resident's parents/guardians, sending institute and/or home University contacted;
- referral to the Proctor of the University of Otago for the matter to be dealt with in accordance with the University's disciplinary regulations where the matter involves a breach, or potential breach, of the University's Code of Student Conduct;
- the Residential Agreement being terminated.

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.

Suspension

Where appropriate, University Flats may require the Resident to vacate the premises while an alleged breach of the Student Code of Conduct, Handbook or their Residential Agreement is investigated, and may require the Resident to remain absent from the premises until such time as the investigation and disciplinary processes (including any appeals) are complete.

Where a decision and sanction is imposed by a University Flats staff member (other than the Warden) the Resident may have the decision and/or sanction reviewed by the Warden.

Termination or Transfer by University

The University acting through the Warden, University Flats shall be entitled to terminate this contract at any time:

- (a) if any information provided in support of the application for residence, including a Kiwi Host application, is found to be false or incomplete in any material particular;
- (b) where justified on disciplinary grounds;
- (c) for the failure to make timely payment of fees; or
- (d) where the University is satisfied that the Resident's state of mental or physical health makes termination appropriate having regard to the interests of the Resident or of the University Flats community.

Appeals

Where the decision and sanction have been imposed by the Warden, or where the Resident is not satisfied with the outcome of the Warden's review, the Resident may, within seven days of being notified of the decision, sanction or review, submit an appeal to the University's Director of Campus and Collegiate Life Services ("Director") upon the grounds that the decision and/or sanction:

- is out of proportion with the seriousness of the breach and causes significant hardship to the resident;
- is manifestly unfair; or
- was imposed without due process having been followed.

All appeals shall be in writing and set out the grounds the Resident relies on for appeal.

The Director may decide on any appeal as they think fit. Prior to making their decision the Director may, but is not required to, refer the matter to an Appeals Panel. If conferred, an Appeals Panel will comprise of three or more people appointed by the Director including, where appropriate, lay and student members of the University Flats Advisory Council. Any Appeal Panel shall regulate its own procedure and may make recommendations to the Director to assist in the decision making process. The Director may, but is not bound to, follow any Appeal Panel recommendations. The Director's decision remains an independent one that is final.

Harassment/Discrimination

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

University Flats whilst being large and diverse is also an inclusive community and any discrimination against another resident on the basis of gender, age, disability, religious affiliation, nationality or sexual orientation or any other reason is considered as unacceptable behaviour.

We do not tolerate any form of harassment, abuse (including via electronic media), assault or anti-social behaviour. Examples of behaviour we deem to be anti-social include name calling, disruptive behaviour, abusive language or behaviour, any form of physical violence, sexual assault, sexual harassment, exclusion and/or derogatory comments and language.

Both University Flats and the University of Otago view harassment and anti-social behaviour very seriously. Any case of such behaviour may be reported to the University Proctor and/ or University Mediator through the University Ethical Behaviour Policy (<https://www.otago.ac.nz/administration/policies/otago003161.html>).

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

If you feel you have been subjected to any of the behaviour listed above we recommend you take the following steps: make sure you are safe; talk with a staff member to decide if you wish to make a complaint; seek advice and get support from a staff member or you can check out the other support services available at the University of Otago at: <http://www.otago.ac.nz/services/>

Inappropriate Behaviour

It is University Flats' intention to provide a safe environment for all its residents and if for any reason you feel that this has been compromised or challenged at all then we do need to know so that we can provide you with appropriate care and assistance and also take steps to prevent similar incidents from happening again.

If you feel you have been subjected to unwanted and/or inappropriate behaviour or you may just have felt unsafe in your own flat, or in a social setting etc. then University Flats

can put you in touch with someone to help. If you feel unsafe at any time then please do not hesitate to contact Campus Watch, 0800 479 5000. They will call around to wherever you are and take details, or even just escort you safely home to your flat.

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 is likely to result in termination of the resident's contract with no offer being made to rehouse the resident.

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.

Pandemic Safety

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

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

Residents should have their own medical kit and masks.

Health

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 we at University 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.
- 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 the least expensive 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 on the corner of Great King and Frederick Streets.

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) is discouraged.

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.

Illegal Drugs & Substances

The University of Otago has a zero tolerance for illegal drugs and substances.

The University is committed to providing a healthy environment for all students, and this includes a drug free campus. Drugs are also prohibited in University managed accommodation. As part of this commitment, illegal drug use (including marijuana) will not be tolerated and on discovery may be subject to University and University Flats disciplinary processes as well as the involvement of the Police.

Any instance of suspected drug use or if illegal drugs or implements (i.e. bongos etc.) associated with the use of drugs are found on the premises then this matter will be immediately referred to the Proctor's Office for action in accordance with University policy.

Where disciplinary process establishes that the resident has committed a breach of this policy, their Residence Agreement will automatically be terminated by the Warden of University Flats. This sanction may be reviewed through the appeals process outlined in this Handbook.

Loss and/or Damage of University Flats Chattels

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

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

We expect that there will be some accidental damage to crockery/cutlery within your flat. Your flat comes with furniture and kitchen equipment to ensure your stay is a comfortable one. During the regular flat inspections we will check to ensure that costly equipment is still present. In the event that items are missing, and we are not able to identify who is responsible for the loss, replacement costs will be on charged to those in the flat on a pro rata basis. Your room has been checked prior to your arrival and you are therefore responsible for any damage, other than normal wear and tear, to that room over the duration of your residence (this includes carpet stains).

When you arrive you will be given a **Room Inspection Form** to complete and sign. Make sure you check this and complete it to represent the condition of your room. When you leave the flat we will use this form to assess any individual charges we may associate with your room.

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

Pets

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

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

Noise

University Flats bring together a large number of residents to live in reasonably close proximity and it is to be expected that there will be a certain level of noise within the 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.

Reporting Hazards

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

- University Flats number is (03) 479 6535 (for non-emergency hazards)
- University Flats on call phone is (03) 479 8688
- Campus Watch number is 0800 479 5000

For extreme emergency situations dial **111**

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

Safety Measures

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

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

Emergency services are on duty 24/7. Dial 111 for extreme emergency services or (03) 479 5000 (free call 0800 479 5000) for Campus Watch.

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.

Security and Keys

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

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

If you are locked out of your room after hours you will need to visit or contact Campus Watch for assistance (0800 479 5000).

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.

Fire Safety

Tampering with fire extinguishers and fire equipment can leave residents unprotected in case of a fire. False alarms negate the legitimacy of fire alarms and residents may find themselves trapped by a fire in a real emergency. Any resident who tampers with or otherwise abuses fire equipment, smoke detectors or fire alarms, including false alarms, and/or anyone who causes any activation by a careless or malicious act, including but not limited to inappropriate use of hairspray, hair straighteners, incense or candles will be liable for any costs incurred, including the fire call out which is at least \$1,200. We take resident safety seriously and as such any resident who maliciously or carelessly causes an alarm activation may be referred to the Proctor and/or the Police and may be excluded (have their residency terminated) from University Flats.

General Fire Precautions at Your Flat

Due to the risk of fire, the use of candles and/or incense is not allowed. Residents should be very cautious in using hairspray, deodorant sprays, etc. because these can set off the smoke detector alarm if used indiscriminately. Hair straighteners and tongs must only be used in bathrooms. Flammable liquids (e.g. kerosene, gasoline etc.) are not permitted to be stored in the flats. Room personalisation is encouraged, and supported, within common

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

Drying racks/recreational equipment etc. are not allowed in the hallways or stairwells. These must be kept clear so as not to create a hazard by blocking fire escape routes. Fireworks of any sort are strictly prohibited on University property.

Portable Appliance Testing

It is a requirement of the University that all electrical equipment is electrically tested for safety to help minimise any possible risk to you and your flatmates. This includes any personal electrical equipment you bring with you or purchase during your stay with us. You will receive an email with the date, time and location of where the testing will be completed. During your stay with us, should any item become damaged or if you purchase something new, you are required to contact the University Flats office by emailing flats@otago.ac.nz to arrange for the item(s) to be tested.

Lime Scooters – Use and Juicing

Lime Scooters (or their equivalent) are being treated as electric scooters in the same way as bicycles.

Scooters cannot be brought into buildings or charged on campus. This is because they can become hazards; and the cost for charging would fall on the University, which would be inappropriate when it is predominantly funded by the Government and student fees.

We strongly recommend riders take care of their own safety by wearing a helmet, to help prevent injuries in the event of an accident. There are a number of locations around the campus, including the University Flats office, where helmets are available.

No University Flats Resident is permitted to use University electricity in order to recharge Lime Scooters, which means that they cannot be a ‘juicer’ for Lime Scooters.

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. It is also imperative to discourage drinking and driving.

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.

Smoking

University Flats are required to comply with the University of Otago Smoke Free Policy. The following sections are taken from the Smoke Free Policy and applicable to all University Flats:

Purpose

The University promotes a healthy environment for all staff and students which includes a smoke-free environment.

Organisational Scope

This Policy applies to all University of Otago employees, students, visitors, contractors, volunteers, research participants and any person on any University of Otago Campus at any time, for any reason.

Definitions

Smoke and Smoking have the meaning given to "to Smoke" set out in section 2 of the Smoke-free Environments Act 1990.

Smoke free means free from exposure to any smoke produced by smoking.

University on Otago Campuses means all University of Otago buildings including residential accommodation, grounds, vessels and vehicles owned or leased by the University of Otago.

Policy Content

No person shall smoke or use vaporisers on any University of Otago Campus.

A full copy of the policy can be read at <http://www.otago.ac.nz/smokefree/index.html>.

Smoke Alarms

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

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

Visitors/Guests

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. 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 particular flat. The 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.

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 5000 from within the University or 0800 479 5000 (this is a free call even from a cell phone).

Weapons

University Flats do not have appropriate secure facilities to store firearms and other dangerous weapons, so for safety reasons these, and similar items, are not permitted to be kept in any University flat.

Residents are also not permitted to make modifications to the premises to install such facilities. However, a firearm safe is available at the Proctor's Office and residents should take advantage of this facility for the storage of dangerous weapons.

Dangerous weapons include, but are not limited to the following:-

- rifles, pistols, shotguns
- snap guns, starters' pistols
- air guns, BB guns
- spear guns, crossbows, swords including foils, epee and sabres.

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.

University Flats Services

Academic Support

If any resident is in need of academic support then it is important that they approach the relevant academic department. Our Community Support Staff are also able to help you gain access to the services available within the University.

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 – all events are free! The year traditionally starts with the Inter College Sports Day and a week later we have a Speed Meet event so that our residents can get to know one another better. Throughout the semester, and depending on interest and demand, we have the ability to participate in all Inter College Events as well as hosting our own in-house events. Our in-house events are many and varied and usually include the following:-

- Evening Cooking Classes @ Otago Polytechnic – run by the Otago Polytechnic Cookery School, where residents (in pairs) prepare a three course meal which is *consumed* at the end of the session.
- A Highlanders rugby outing.
- Volunteer outings to places such as the Sinclair Wetlands, the Orokonui Eco sanctuary, etc.
- A visit to a local Marae.
- A series of dinners for flat clusters where University Flats will provide the food.
- A range of Pop Up events – usually involving free food, and sometimes our canine friends.
- Participation in social sports competitions at UniPol – University Flats pay the team registration fee.

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 commonly called Naked DSL. 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>.

Maintenance

Maintenance issues arising in the flats need to be reported as soon as possible.

Serious issues such as blocked shower drains have the potential to lead to expensive repairs and electrical problems which can often create unsafe situations. Report all maintenance issues by emailing flats@otago.ac.nz or by phoning the office on (03) 479 6535 or the on-call phone on (03) 479 8688. The on-call phone is active outside of work hours for emergencies i.e. no water or no electricity in the flat.

Other issues can wait until the office opens the next business day. It is our intention to attend to reported issues within 24 hours of them being reported.

Pastoral Care

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

The Community Support 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 do contact them if you have any concerns at all, are unwell, need some advice or are simply homesick and suffering from a little culture shock.

Rubbish, Recycling and the Environment

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

General waste must be placed in the green/red lidded wheelie bin and put out on Sunday night along with the appropriate recycle bin for collection on Monday morning. **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 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
C/- 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 normal 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 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

Acceptance of Residential Contract

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

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

Payment of Residential Fees

Residential fees may be paid in a number of ways:

- Portal full/part payments (NZ bank accounts. NZ & International credit cards, surcharge applies);
- weekly/fortnightly or lump sum payments by EFTPOS or Credit Card (surcharge applies) at the University Flats office;
- automatic payments (NZ bank accounts only);
- full or part payments via International bank accounts by either wire or telegraphic transfer;
- Direct Debit (NZ bank accounts only).

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>.

Whilst there are no late fees or any other financial penalties in relation to residential fees, students should be aware of their obligations with regard to the timely ongoing payment of these fees. It is expected that residents will make regular payments so that their semester balance continues to reduce. Statements will normally be forwarded to students on a monthly basis.

It also should be noted that if full payment is not received two weeks prior to the end of your contract, access to results and University systems will be withheld in accordance with the University Fees Regulations.

Any student having issues with payment, should in the first instance contact University Flats either in person or via email (flats@otago.ac.nz) at the earliest opportunity.

Liability for Fees

See Residence Agreement for details of fee liability.

Updated January 2021

Other Important Information

Electricity

Electricity is included as part of your University Flats fee. The University is committed to sustainability. You can help by ensuring your 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.

Most 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 cost effective means 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 on your clothesline.

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

Parking and Bicycles

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

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

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

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, drawers, heater, study lamp.*

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

Other Considerations

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.

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.

Residents will share in the costs of day to day flat expenses i.e. toilet paper, laundry powder, dishwashing liquid, cleaning products.

Contact Details

It is suggested that you copy or print this page and leave it at home with your parents or guardian. Please refer to page 23 for the complete address for sending parcels.

Our Postal Address is:

University Flats
P.O. Box 56
DUNEDIN 9054

Our Physical Address is:

109 St David Street
North Dunedin
DUNEDIN 9016

University Flats Telephone Numbers:

Warden	64 3 479 5088	021 400 749
Deputy Warden	64 3 479 5980	021 302 683
Assistant Warden	64 3 479 6532	021 279 6535
Assistant Warden	64 3 479 6532	021 279 6532
Assistant Warden	64 3 479 6532	021 279 0475
Administration	64 3 479 6535	
Property Manager	64 3 479 8688	021 400 843
Property Assistant	64 3 479 8688	
Maintenance & Community Support Assistant	64 3 479 8688	

Websites of Interest

General Links

- Student Health: www.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.rapecrisisdunedin.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>

Emergency & Useful phone numbers

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)