

UNIVERSITY FLATS

HANDBOOK

UNIVERSITY
OTAGO



Ti Whānui Wānanga o Ōtago



Contents

Introduction	4
Welcome Message – Head, University Flats	4
Philosophy	5
Your Arrival	5
University Flats Staff	6
Head.....	6
Deputy Head.....	6
Community Support Co-ordinators (CSC’s)	6
Administration	6
Property Manager	6
Property Maintenance	7
Residential Assistants (RA’s).....	7
24/7 – “On Call” Service.....	7
Property Maintenance	7
Deputy Head / Pastoral care.....	7
Head.....	7
Resident Selection Policy	8
International Undergraduate Students.....	8
International Post Graduate Students.....	8
Residential Assistants (RA’s).....	9
Kiwi Hosts	10
University Flats Life.....	11
Residents.....	11
Kiwi Hosts.....	11
Returning Residents	11
Obligations of Resident	12
Flats and Flatmates	12
Your Room	13
Flat Inspections.....	13
Residential Information and Regulations.....	14
General	14
Grievance Procedure	14
Discipline	14
Suspension	14
Appeals	15
Harassment/Discrimination.....	15
Inappropriate behaviour	16
Health	16
Dentist	17
Healthy Alcohol Management	17
Drugs.....	17
Loss and/or Damage of University Flats Chattels	18
Noise	18
Pets	18
Reporting Hazards	19
Safety Measures	19

Social Gatherings.....	21
Smoking.....	21
Smoke Alarms	22
Visitors/Guests.....	22
Campus Watch Services.....	23
Weapons.....	23
Fire Seasons in Dunedin	23
University Flats Services.....	24
General	24
Academic Support.....	24
Events	25
Internet	25
Maintenance	25
Pastoral Care.....	26
Rubbish, Recycling and the Environment.....	26
Mail/Packages	27
Financial Information.....	28
Acceptance of Residential Contract	28
Payment of Residential Fees.....	29
Other Important Information	30
Electricity	30
Laundry	30
Parking and Bicycles.....	30
Preparation and Packing.....	30
Other Considerations	31
Self-Catering.....	31
Contact Details.....	32
Websites of Interest.....	32
Emergency & Useful phone numbers	33

Introduction

Welcome Message – Head, University Flats

Welcome and congratulations on choosing to study at the University of Otago. I am delighted to offer you residency at the University Flats during the 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 the University Flats.

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

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

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

Tony Buchanan
Head

Philosophy

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

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

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

Your Arrival

When you arrive in Dunedin go directly to the University Flats office, which is located at 109 St David Street, to collect your welcome letter and key 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 taxi 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 residence documents and meet our staff, we will also be able to help you with any matters/questions you have. It is also very important that you locate and read the information sheets on the noticeboard in your flat.

University Flats Staff

Head

The Head's office is located at the University Flats office, 109 St David St and they normally work 8.30am to 5.00pm Monday to Friday. However the Head is contactable at all times by phoning (03) 479-5088 where there is the option to connect to their cell phone. The Head is responsible for the overall management of the University Flats operation.

Deputy Head

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

Community Support Co-ordinators (CSC's)

The two Community Support Co-ordinators work in conjunction with the Deputy Head to provide pastoral care and support to the students in University managed flats as well as the organisation OF Uni Flats events and functions.

Administration

The Administrator and the Assistant Administrator are located at the University Flats office, weekdays from 8.30am – 5.00pm, and is able to help you with your residence fees, maintenance and any other general queries you may have. You can also collect your parcels and send faxes from the office. The Administration staff can assist you to find the appropriate staff member to help you with any problems you may have.

Property Manager

The Property Manager is located at the University Flats office weekdays from 8.30am to 5.00pm and is the first point of contact for maintenance issues or problems. These can be reported by phoning (03) 479-8688 or cell 021 400 843 or e-mailing flats@otago.ac.nz.

Property Maintenance

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

Residential Assistants (RA's)

Our Residential Assistants are more senior Kiwi Hosts who help foster and enhance a community spirit amongst the residents living in University Flats. We all want to work together to ensure that your time in Dunedin is spent as enjoyably, safely and successfully as possible!

24/7 – “On Call” Service

Property Maintenance

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

Deputy Head / Pastoral care

For Emergency pastoral care after hours please ring 021 279 5980

Head

For other emergencies after hours please ring 021 400 749

Resident Selection Policy

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

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

The University Flats also provide limited accommodation to single semester and full degree international Post Graduate 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.

International Undergraduate Students

Priority One

- Single semester students (arriving either semester one or semester two)
- Full year students who arrive in semester two and will also study for semester one only the following year
- Full degree students who will complete their course of study at the end of semester one (supporting documentation from academic department required)

Priority Two

- Full degree students who commence study in semester one

Priority Three

- Full degree students currently residing in a University Flat wishing to stay for a second full year
- Any other student not covered by any of the above categories

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

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

International Post Graduate Students

Priority One

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

Priority Two

- Full degree or full year students in their first calendar year at Otago (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 the University Flats early as they will be further prioritised both by the date they apply and their individual circumstances.

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

Residential Assistants (RA's)

The University Flats employ a number of students on a part-time basis to assist the Community Support Team. These students will also act as Kiwi Hosts within their own flats.

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

This process commences in Semester Two each year. The employment contract starts in February the following year.

Kiwi Hosts

In order to assist international students settle into life at the University of Otago, Uni Flats also house a number of New Zealand students who are placed in flats with the international students. These students are predominantly full year and are called Kiwi Hosts.

Recruitment for new (and returning) Kiwi Hosts usually commences in late July. Application packs are available from the Uni Flats office and if unable to collect a pack then details can be emailed/mailed to you. All applicants are required to complete an application form and reference checks may be undertaken and if short listed an interview will be arranged.

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

Applications are open to all New Zealand students and it is essential that applicants be of good character and have a genuine desire to live with and assist international students. Kiwi Hosts are also mostly third year students plus or the equivalent of.

It is important to note that current Kiwi Hosts are eligible to re-apply, however, selection is not necessarily automatic nor guaranteed.

For further information about Kiwi Hosting please contact flats@otago.ac.nz

University Flats Life

Residents

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

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

Kiwi Hosts

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

Returning Residents

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

1. International students offered full year contracts
2. International students who are offered contracts for semester two and semester one the following year
3. Kiwi Host students on full year contracts

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

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

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

Obligations of Resident

As students of the University of Otago, residents who accept their offer of accommodation agree to the following obligations and responsibilities:

- To show respect and consideration for other residents
- To respect University property and it's furnishings

As a resident of the University Flats:

- To observe and adhere to the guidelines set out in this handbook

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

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

Flats and Flatmates

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

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

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

Each flat will operate independently with regards to shopping, cooking, cleaning and maintaining an environment conducive to academic achievement. You may be living with people from different countries, of different ages, with different needs and expectations and we realise that learning to live with others can sometimes be hard work. As such, the University Flats Deputy Head, Community Support Co-ordinator's and RA's 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 at the University Flats are single occupancy rooms (with the exception of studio, one bedroom and family houses). Flat allocation is the responsibility of the staff of the University Flats. Changes are not usually granted and there must be a very good reason for this permission to be granted. In the instance of the reason being an issue of conflict between flat mates, staff will work with the residents in an attempt to resolve the issues. Flat allocation is performed by the University Flats prior to the commencement of your residential agreement.

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

Your fees cover the cost of your room during the academic year as stated in your residential agreement. Subletting your room is prohibited, as is having guests stay in your absence.

Staff will only enter your bedroom, without formal notice or your express invitation, in any case of emergency.

Flat Inspections

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

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

Prior to any inspection you will receive formal notice of this inspection and a minimum of 48 hours' notice will be given. Inspections will only take place during normal University Flats business hours – i.e. Monday to Friday 8.30am to 5.00pm

Residential Information and Regulations

General

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 Residents' Agreements.

In all cases, due process is used in dealing with residents, and appeal procedures are available. The University of Otago expects all residents, as adults, to maintain a standard of discipline that is in harmony 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.

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 Head, University Flats or Acting Head, who will determine the matter subject only to the appeal process set out below.

Discipline

Any resident in breach of rules and regulations within this Handbook, or in their University Flats' Residence 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;
- Being sent to the Proctor of the University of Otago for the matter to be dealt with in accordance with the University's disciplinary regulations where the matter involves a breach or potential breach of the University's Code of Student Conduct;
- Having their Residence Agreement terminated.

Suspension

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

Any disciplinary process will be appropriate to the nature of the allegation involved and the range of sanctions under contemplation, provided that in any process the resident is entitled to be fairly informed of the matter of concern, and shall have the opportunity to provide a response or explanation before any decision is made.

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

Appeals

Where the decision and sanction have been imposed by the Head, or where the resident is not satisfied with the outcome of the Head'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 any appeal as he or she thinks 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 the 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 (<http://www.otago.ac.nz/humanresources/policies/EthicalBehaviour/>).

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

There are also details of the Ethical Behaviour Contact Network available in the University Flats office. If at any time you feel you have been subjected to unwanted and/or inappropriate behaviour and/or you may just have felt unsafe in your own flat, or in a social setting etc then Uni 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.

It is Uni 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.

Health

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

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

- Contact or visit Student Health during the Week – 0800 479 821
www.otago.ac.nz/studenthealth
- The Urgent Doctors located at 18 Filleul Street after hours and at the weekend – (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.

Dentist

For the least expensive dental treatment, you can make an appointment at the Dental School. They 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.

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

Healthy Alcohol Management

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

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

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

Your welfare and safety are our concern and excessive use of alcohol will impact on 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's Proctor's office 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.

Drugs

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 that 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.

The University of Otago has a zero tolerance for drugs – any instance of suspected drug use or if illegal drugs or implements (i.e. bongs etc) associated with the use of drugs are found on the premises then this matter will be immediately referred to the Proctors Office for action in accordance with University policy.

Loss and/or Damage of University Flats Chattels

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

Whilst every effort will be made to find those responsible for any damage, unreported and/or any damage that cannot be attributed to an individual will be repaired and charged against the flat residents on a pro rata basis. Therefore, if you see another flat resident damaging property you should ask them to stop, or you should talk with a staff member – 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 has been equipped 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 who will arrange for all repairs to be undertaken.

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 show consideration to each other so that other residents can enjoy a private, quiet environment in which to sleep, study and relax comfortably.

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

Pets

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

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

Reporting Hazards

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

The University Flats number is (03) 479 6535 (for non-emergency hazards)

The University Flats on call phone is (03) 479 8688

The Campus Watch number is (03) 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 okay to hang up.

Safety Measures

Security is a shared responsibility and we aim to provide you with a secure residential environment that provides enjoyable living for each 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 security patrols by Campus Watch throughout the year. Emergency services are on duty 24/7. Dial 111 for extreme emergency services or (03) 479 5000 for Campus Watch.

General Safety

Flat furniture is not to be taken outside at any stage.

Walkways are to be kept clear at all times.

Bikes are to be kept outside.

Security and Keys

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

If you lose your key it is important for security that you notify 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 then you will need to visit or contact Campus Watch for assistance.

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 \$1200. We take resident safety seriously and as such any resident who maliciously or carelessly causes an alarm activation may be referred to the Proctor and/or the Police and may be excluded (have their residency terminated) from University Flats.

General fire precautions at your Flat

Due to the risk of fire, all candles and incense are not allowed. Residents should be very cautious in using hairspray, deodorant sprays, etc. because these can set off the smoke detector alarm if used indiscriminately. Hair straighteners and tongs must only be used in bathrooms. Flammable liquids (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 as they create a fire hazard by blocking fire escape routes. Fireworks of any sort are strictly prohibited in the flats.

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, via email (flats@otago.ac.nz) to arrange for the item(s) to be tested.

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.

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

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

Smoking

The University Flats are required to comply with the University of Otago Smoke Free Policy which came into effect on 1 January 2014. To this end 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.

Organizational 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 on any University of Otago Campus.

Heads of Divisions, Managers, Heads of Department, Centre Heads, Heads of Residential Colleges and others in positions of responsibility are asked to inform people about this Policy and to assist with the enforcement of it.

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

<http://www.otago.ac.nz/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 is vital that they remain in place at all times. If we find that the alarm has been tampered with, all residents will be held accountable for its reinstatement.

Visitors/Guests

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

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

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

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

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

Campus Watch Services

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

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". Their knowledge base is huge so do please stop and ask them any questions you feel they may remotely know the answer to!

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

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

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

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

Weapons

University Flats do not have appropriate secure facilities to store firearms and residents are 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 firearms.

Fire Seasons in Dunedin

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

Restricted Season (FIRE BY PERMIT ONLY)

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

Restricted season means

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

Prohibited season (TOTAL FIRE BAN)

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

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

If you have any doubt, you must contact the University Flats office.

University Flats Services

General

Uni Flats staff are here to support you and facilitate your stay at the University of Otago.

Our office is located at 109 St David Street and is open from 8:30 – 5:00 p.m. Monday to Friday, from time to time the office will be unattended but there will always be a message facility available.

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

We provide after-hours support should you require Emergency Maintenance (03) 479 8688 or Pastoral Care assistance 021 279 5980 or Head of Uni Flats 021 400 749

Academic Support

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

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

If any student feels that they need some academic assistance then please contact either one of your RA's or the Deputy Head at the University Flats office so we can help you gain access to the services available within the University community.

Student Learning Centre

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

- A workshop programme designed to help students to improve their learning strategies and their generic skills
- individual assistance with learning issues
- on-line study skills advice
- a student leadership programme
- a student-led peer support programme for students of all ages and backgrounds
- conversational English groups for students from a non-English speaking background

If you would like to know more about the services provided by the Student Learning Centre please visit their website. To contact the Centre or to make an appointment with a Study Skills Advisor, phone (03) 479 8801.

Events

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

At the beginning of each Semester University Flats will organise dinners for different areas, one of which you will receive an invitation to. We also have outings which our Community Support Staff run. In the first Semester there is an inter-College Sports Day and in the 2nd Semester there is an Inter-College Basketball competition both of which University Flats enters some teams.

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

Internet

Wireless internet is supplied to each flat as arranged by Uni Flats – this service is mandatory and an associated per semester charge will be applied to your Uni Flats Account.

How does the Internet work?

Each flat is supplied with a broadband service that does not require a telephone number, this is commonly called Naked DSL.

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 often create unsafe situations. Report all maintenance issues by e-mailing 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 twenty four hours of them being reported.

Pastoral Care

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

The Deputy Head is the direct supervisor of all RA's working for the University Flats. In addition the Deputy Head along with the Community Support Co-ordinators provides guidance and organisation for all University Flats social and sporting events.

Rubbish, Recycling and the Environment

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

General waste must be placed in the green/red lidded wheelie bin and put out on Sunday night along with the appropriate recycle bin for collection on Monday morning. Please ensure you bring your bins in once 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 kitchens. 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. In addition, please note that non-compliant items in either of the recycling bins will result in the non-collection of these bins.

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

c/- University of Otago Flats

362 Leith Street

Clocktower Building – Mail room

Dunedin 9016

NEW ZEALAND

Mail sent to our postal box 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 the 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 – the mailroom accepts Cash and New Zealand Eftpos only - the Mailroom will then arrange postage on your behalf.

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 <http://www.otago.ac.nz/uniflats/faqs.html> and this will also be stated in our email "Offer of Accommodation". There is no reduction in fees if residents go away during any of the period of residence.

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

The **deposit** requirement is only applicable to **Semester One students**.

The deposit is directly credited to your rent account.

A deposit of NZ\$500.00 (Semester one only) is required and this must be paid prior to 20 December annually. Failure to make this deposit may result in your original accommodation offer being cancelled (see note below).

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

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

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

Arcadia
 Academic Programs International (API)
 Brethren College Abroad (BCA)
 Berea College
 Butler (IFSA)
 Brunei
 CIS – Centre for International Students
 Cornell College
 Denver College
 Dickinson College
 Emory & Henry College
 Gordon College
 ISA (International Studies Abroad)
 Lake Forrest

Performing Arts Abroad (PAA)
 Plymouth State University
 Point Loma Nazarene
 Smith's College
 St Lawrence University
 St Norbert
 St Olaf College
 Sultanate of Oman
 Swarthmore College
 TEAN
 University of Denver
 University of Scranton
 Utica College
 Whitman College

Payment of Residential Fees

Residential Fees may be paid in a number of ways:

- full or part payment options - Portal on-line payments – NZ bank accounts, NZ & International Credit cards.
- weekly/fortnightly or lump sum payments by either Cash or EFTPOS at the Cashiers Office – located in the basement of the Clock Tower Building.
- weekly/fortnightly or lump sum automatic payments
- full or part payments via International bank accounts by either wire or telegraphic transfer
- weekly or fortnightly direct debit – NZ bank accounts only

Bank account details, methods of payments and payment links can be found on the University Flats website www.otago.ac.nz/uniflats - **FAQ's - "How do I 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 this fee. It is expected that students will make regular payments so as 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.

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 showers of 5-10 minutes 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. The best way to dry your clothes is in the fresh air on your clothesline. However with Dunedin's climate this is not always possible; please remember that if you are using the dryer more often than your other flatmates, this can make a significant increase in your flats electricity usage. Drying wet clothes in your room will cause problems with condensation and should be avoided.

Parking and Bicycles

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

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

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

Preparation and Packing

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

In each University 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.*

We suggest you bring:

Personal items to make your bedroom feel homely
Musical instruments
Laptop/desktop computer - if you have one
National costume or suitable clothing for semi-formal occasions
Warm clothing (although these items can be purchased upon arrival)

When you are here you are responsible for purchasing:

Cleaning products for your flat
Toiletry items for yourself and within your flat
Food and grocery items.

Other Considerations

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

A sleeping bag is 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. Please note that the Kiwi Host is not responsible for the full cost of these items.

Contact Details

It is suggested that you copy or print this page and leave it at home with your parents or guardian. Please refer to page 27 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 St
North Dunedin
DUNEDIN 9016

University Flats Telephone Numbers:

Head	64 3 479 5088	021 400 749
Deputy Head	64 3 479 5980	021 279 5980
Community Support Co-ordinators	64 3 479 6532	021 279 6535
Administration	64 3 479 6535	
Property Manager	64 3 479 8688	021 400 843
Property Maintenance	64 3 479 8688	021 279 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>
- Eligibility: <http://www.moh.govt.nz/eligibility>
- Otago District Health Board: <http://www.otagodhb.govt.nz/Portal.asp>
- ALAC: <http://www.alcohol.org.nz/>
- Everybody: <http://www.everybody.co.nz/>
- Healthy Food Guide: <http://www.healthyfood.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.herpess.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
Duty Staff	(03) 479 5500
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
Netsafe	0508 NETSAFE
OUSA Support Network (Including Queer Support)	(03) 479 5448