

These rules are based on many years of experience in managing student accommodation. They are designed to ensure that the community life in accommodation is maintained and that an environment exists that is conducive for everyone to study, to sleep and to have positive social experiences. The underlying principle is consideration for others, particularly with regard to noise levels.

The Residential Rules form a part of your Residential Agreement. These rules apply to Grafton Hall, O'Rorke Hall, University Hall Towers, University Hall Apartments & Waipārūrū Hall. By signing the residential agreement, you agree to abide by these rules.

The 2027 Residential rules are in effect from 1 January 2027 through 31 December 2027. If you have any feedback or clarifying questions about the Residential Rules please address these to the Head of Operations – Accommodation and email [residentialexperience@auckland.ac.nz](mailto:residentialexperience@auckland.ac.nz).

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## 1. DISCIPLINARY AUTHORITY, CONDUCT MANAGEMENT PROCESS, FINES AND LEVIES

The rules are formulated with a view to the safety and welfare of residents, consideration for the needs of others, and the protection of property.

The rules are intended to benefit all residents. However, the expectations of you outlined in the rules should not be seen as an exhaustive list. In becoming a resident, you become a member of the residential community and accept the responsibilities and obligations of being a good neighbour and citizen, whether or not they are detailed in the rules.

If you fail to comply with these rules and any updated or variation of them which is notified by management at your residence, it will constitute a failure by you to comply with the provisions of your Residential Agreement and may lead to disciplinary action against you, including termination of your right to reside in the residence.

You must at all times comply with these residential rules, the policies of the University of Auckland and all New Zealand law. This includes additional rules and regulations implemented by the Head of Operations - Accommodation and the members of the Accommodation Management team and/or any duly authorised agent of the University.

The Head of Operations - Accommodation or their designated authority has the power to take disciplinary action as outlined in the University Statutes (refer: University Statutes / Statute for Student Discipline, clause 3(g)).

## CONDUCT MANAGEMENT PROCESS

Accommodation will follow a conduct management process should there be a breach of residential rules, or other conduct matters that require

attention.

You can appeal outcomes of a conduct process to the Associate Director – Accommodation. The circumstances and process for lodging an appeal can be found in the [Accommodation Conduct Process](#)

When submitting an appeal, please ensure you include your full name, residence details, the conduct outcome in question, and a clear explanation of the grounds for your appeal.

Address all appeals to the Associate Director - Accommodation

Email: [accom@auckland.ac.nz](mailto:accom@auckland.ac.nz)

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## DISCIPLINARY FINES

- The Head of Operations - Accommodation, or their delegate, has authority to impose disciplinary fines on you.
- The Head of Operations - Accommodation can impose fines of up to \$1500 on you if you breach the rules. You are expected to pay on receiving the notification of the fine, unless you make some other arrangement with the Head of Operations – Accommodation or their delegate person(s).

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## LEVIES

- You are responsible for your own actions, and you have a collective responsibility to the residential community.
- Cost recovery levies can be imposed on each resident for costs incurred to repair damages/losses that cannot be attributed to a resident or group of residents, with the cost of repair or replacements attributed equally to those residents on a floor or the residence as a whole. Such levies cover the replacement of stolen or lost property, such as cutlery and crockery from the Dining Hall, and repairs to items such as broken windows and damaged furniture.
- It is therefore in your own interest to discourage and to report any actions that might lead to cost recovery levies being imposed.

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## RIGHT OF ENTRY

The Head of Operations - Accommodation, delegated staff or other duly authorised persons (including contractors) may enter your room at any time for any of the following reasons:

- If there is an emergency or there is reason to believe somebody is in clear or imminent danger.
- If there has been a breach of the rules by you or a guest.
- If there is a requirement for either planned or reactive maintenance.
- To perform maintenance in response to a request from you.
- For the purposes of routine inspection at all reasonable hours of the day.
- Where possible, you will be given at least 24 hours' notice of any inspection. There may be instances where it is not possible to give notice.
- Unless life safety is at risk, before keying into a room the staff member will knock and announce themselves loudly and wait 20 seconds for a response.

## 2. BEHAVIOURAL RULES

### GENERAL BEHAVIOURAL RULES AND UNIVERSITY CODE OF CONDUCT

As members of the University of Auckland community, we all agree to behave in ways that make our University community safe, inclusive and equitable for all. The University of Auckland Code of Conduct sets out the University's expectations of the standards of behaviour of all members of the University community. Refer to: [University Code of Conduct](#)

- In line with the code, you must not act in an insulting or threatening manner towards any resident or staff member.
- You are expected to respect the rights of others in the hall community and to act in a supportive, responsible manner.
- You may not enter another resident's room without their expressed permission.
- If you are party to any offence under these rules committed by another resident or guest, you shall be liable to be charged with the same offence and be subject to the same disciplinary proceedings. [Note: In this clause 'party' includes any resident who in any way aids, assists, counsels, procures or encourages another to commit an offence under these rules.]
- As a Residential Agreement signatory, you are responsible not only for your behaviour but that of your partner, children and guests. This includes any actions which may threaten the safety and wellbeing of residents, their guests, staff members, and/or the property, which may result in the termination of your residency.

- Criminal acts will be reported to the Police.

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## DINING ROOM

- Meal times are an important time for socialising, and your behaviour in the dining room is expected to be of a high standard.
- You are required to wear footwear in the dining room at all times.
- You may not remove any food, accommodation owned crockery, or cutlery from the dining room except for specially provided takeaway lunches or late meals. If you are sick, you can arrange for a friend within the residence or your accommodation management team to collect your meal, by obtaining authority from the accommodation management team.
- Only guests approved by the accommodation management team are permitted in the dining room.
- You are not allowed in any university commercial kitchen without permission.
- You are not allowed to tamper with or use any of the food service equipment. This includes Bain Maries.
- After hours use of the dining room is a privilege. Any damage or misuse in the dining room could lead to this privilege being suspended.

## MEAL PLANS (University Hall Apartments)

- If you sign up for one of the optional meal plans you are required to be on that plan until at least the end of the semester.

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## BULLYING, HARASSMENT, HARMFUL SEXUAL BEHAVIOUR AND DISCRIMINATION

Bullying is any repeated unreasonable behaviour that is directed towards a person, or group of people, that can lead to physical or psychological harm. This includes cyberbullying. Harassment is unreasonable or unwelcome conduct that is offensive, humiliating or intimidating to any other person and is either repeated, or of such significant nature that it has a detrimental effect on the person, their performance or their work and study environment. It includes gender-based, racial, and sexual harassment.

Discrimination can occur when a person is treated less favourably than another person, in the same or similar circumstances, because of a prohibited ground such as their sex, colour, religious belief, race, marital status, ethnic or national origins, family status, ethical belief, sexual orientation, political opinion, age, employment status or disability.

Harmful sexual behaviour including sexual harassment, sexual assault, and bullying of any kind, undermines safety and respect, and may be a breach of the University's bullying, harassment, and discrimination policy.

Harmful sexual behaviours can be defined as:

- any unwanted sexual behaviour towards another person
- anything sexual without consent
- sexual violence can occur:
  - physically (e.g. rape and assault)
  - verbally (e.g. saying something of a sexual nature to another person without their consent)
  - visually (e.g. making another person watch porn without their consent)
  - online (e.g. sending another person sexual messages or images without their consent).

Harmful sexual behaviours can include, but are not limited to:

- sexual harassment
- sexual assault (including rape)
- incest
- bestiality
- any form of unwanted sexual advance
- request for sexual favours
- any other unwanted behaviour that is sexual in nature.
- New Zealand Sexual Violence Laws
- The 1961 crimes act defines sexual violation into two parts:
  1. Rape (penetration of the genitalia by a penis without consent)
  2. Unlawful sexual connection (includes the penetration of one person by another person by genitals, fingers or objects without consent).
- Sexual violation (rape and unlawful sexual connection) are as serious as each other and if someone is charged and found guilty of either, they can have a penalty of a maximum of 20 years in prison.

People can't legally consent to sexual activity when:

- they are stupefied (too drunk or too high/too intoxicated)
- they are unconscious or asleep
- they are under 16 years old
- they are forced, coerced, threatened, or pressured into sexual activity or into saying yes to sexual activity.

Bullying, harassment of any kind and discrimination have no place within the University or a residential community.

- You may not behave towards other residents or staff in any way that may constitute harassment, bullying or discrimination.
- Any serious incidents of harassment, bullying or discrimination may lead to the immediate termination of your residency.
- Harassing behaviour may take the following forms (but is not limited to):
  - Offensive jokes
  - Expressing stereotypes (assumptions about an individual's behaviour/values, identity or perceived identity or culture based on a group they belong to) in an offensive or insensitive manner
  - Derogatory or offensive material sent through the mail, email, by mobile phone text or published on a social media website
  - Unwanted physical contact
  - Intimidation
  - Abuse
  - Assault

If you believe that you are being bullied, harassed, or discriminated against, seek support immediately from one of the accommodation management team.

The accommodation management team is available 24 hours a day for all student emergencies, but if you are in immediate danger, please call Emergency Services on 111 or Campus Security on 0800 373 7550

You also have access to the following support services:

- [Te Papa Manaaki | Campus Care](#)
- [University Health & Counselling Service](#)  
Phone: 0800 698 427
- [Student Conduct Office](#)
- Refer to: [Addressing Bullying, Harassment and Discrimination Policy and Procedures](#)

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## IT ACCEPTABLE USE POLICY

The University policy for acceptable IT use applies to all residents.

- Refer to: [IT Acceptable Use Policy](#)

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## NOISE

Living in any large residential community requires consideration and respect from everyone. Living in University accommodation is a social place where some noise will be present on site, but our Residents are first and foremost students, and an environment conducive to studying will always take priority.

- Out of consideration to your fellow residents, you may not make excessive or disruptive noise at any time.
- You must exercise extra restraint between 10.00pm and 7.00am when most other residents are likely to be sleeping. This includes weekends and public holidays.
- Personal speakers and sound systems may be used at a reasonable volume that does not disturb neighbours or exceed acceptable noise levels, particularly during quiet hours.
- The use of large party speakers, subwoofers, or any amplified sound systems designed for high-volume outdoor or event-style audio are not permitted and may be confiscated due to the risk of impact on other students.
- You must lower your noise level when asked to by other residents.
- You are also expected to take some responsibility for the noise around you, by asking others to be quiet when they are being unreasonably noisy or unintentionally disruptive.
- If you experience problems with the volume of noise that you cannot solve, contact a member of staff.
- During designated study and examination periods, additional noise restrictions and quiet hours may be implemented by the Residence. Residents will be notified of the dates and requirements in advance and are expected to comply with all temporary noise management measures.
- You are also expected to be considerate of residents in the immediate neighbourhood of the residence. This means not causing any unnecessary disturbance or annoyance.
- Upon completing end of semester exams, you must show consideration to other residents who are still studying for exams.

- Any breach of noise curfews during examination periods will be viewed seriously and you will face disciplinary action which may result in a fine and termination of your residency.

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## PARTIES & EVENTS

We understand that during the course of the year our residents may wish to celebrate special events such as birthdays and exam results, However, residents should consider using alternative external venues if they wish to have several guests at one time, as the noise generated by larger gatherings can easily exceed acceptable levels and impact other residents.

- Out of consideration to other residents, you may not hold a party in any bedroom or hall common room (except with the express, written permission of the Head of Operations - Accommodation or their delegated authority who will negotiate conditions with those wishing to hold the party).
- A party is defined as a gathering of eight or more people, or any gathering involving alcohol and/or noise that may reasonably disturb other residents.
  - Note: Residents of University Hall – Apartments are permitted to drink in their own apartment lounges. You must seek the permission of the Head of Operations or his/her delegated authority if you wish to have 5 people from outside the apartment over for a gathering that involves alcohol.
- Smaller gatherings are permitted provided they do not breach guest regulations, create excessive noise, or disrupt other residents.
- Gatherings that cause disruption to other residents or create any damage or additional cleaning to the property are not permitted and will be shut down immediately.
- Any member of the accommodation management team can close down an unauthorised party.

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## OBSTRUCTION

- You and/or your guests are not permitted to obstruct any accommodation management staff or authorised trades people in the performance of their duties.
- You must comply with any reasonable direction given by a person holding such authority on the hall premises.

## 3. ALCOHOL, DRUGS & SMOKING

### ALCOHOL

The University of Auckland's Accommodation respects the rights of individuals to consume alcohol in a legal and responsible manner. The University's rules and guidelines concerning alcohol use are intended to promote personal responsibility regarding an individual's decisions concerning alcohol use or abstinence. It is expected that these decisions will be based on personal values and social responsibility, conform to the laws of New Zealand and support the health and welfare of oneself and others.

Anyone who chooses to consume alcohol will be held fully responsible for their behaviour while under the influence of alcohol. If you are in breach of the alcohol rules/guidelines or if the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.

Failure to comply with the specifics and spirit of the alcohol guidelines can result in terminating your Residential Agreement.

#### Responsible Use of Alcohol includes:

- Compliance with statutes regarding alcohol use, possession, and distribution.
- Making informed decisions about whether and/or when to use alcohol.
- Knowing your alcohol tolerance limits and not exceeding them.
- Behaving in a way that is not disruptive or otherwise harmful to you or others when you are consuming alcohol.
- Assuming accountability for your actions while under the influence of alcohol.
- Avoiding binge drinking. The alcohol Advisory Council of New Zealand has defined binge drinking as:
  - For women, drinking four or more standard\* alcohol drinks per drinking occasion, for men, drinking six or more standard\* alcohol drinks per drinking occasion.

*\* The definition of one standard drink is 10 grams of alcohol. If you drink a 330 ml can of beer or a 100 ml glass of table wine or a 30 ml glass of straight spirits, you are drinking approximately 10 grams of alcohol, depending on the alcohol percentage.*

- Not coercing or forcing anyone of any age to consume alcohol.

- Refraining from engaging or participating in drinking games.

The Health Promotion Agency (<http://www.alcohol.org.nz/>) offers information and guidelines for responsible drinking. They also have a number of online self-assessment tools relating to alcohol consumption.

#### Specific rules for halls consistent with responsible use of alcohol:

- You may keep a moderate amount of alcohol in the privacy of your own bedroom, unless you are under 18 years old. The Head of Operations – Accommodation / Resident Manager may define “moderate” as needed **but in no case can it exceed 2 litres at any one time.**
  - Permitted types of alcohol are as follows: beer, cider, RTDs, or wine.
  - Spirits are not permitted; this is due to associated risky behaviour.
  - Kava is a permitted beverage as it is regulated as a food under the Food Standards Code.
  - Wherever possible it is highly recommended that the alcohol container is not breakable (metal or plastic).
- Consumption of alcohol in your room is not permitted after 10:00 pm.
- On Thursday, Friday and Saturday nights (except during alcohol free periods) you are permitted to responsibly consume alcohol in the Hall’s dining room as part of your dinner meal during the dinner period. You may not consume alcohol in any other common area – including balconies, lifts, common rooms, corridors, and all other communal living areas, and within the grounds of the property - unless there is a special event organised with the written permission of the Resident Manager or their delegated authority.

Note: All dining rooms will create an alcohol- free zone when alcohol is permitted in the dining room. The alcohol-free zone should be located so that any student not wanting to be subjected to alcohol can enter the dining room, get their meal, sit and enjoy their meal without having to pass by tables where alcohol is being consumed.

Note: Residents of University Hall – Apartments are permitted to drink in their own apartment lounges.

- While everyone may describe “responsibly consume” differently, the intent is to allow you to enjoy a glass of wine (or two), an RTD (or two), a cider (or two) or a beer (or two) with your meal. You run the risk of losing this privilege if you supply or consume an amount that is not consistent with what one might have in a nice restaurant. Students who are intoxicated or behaving inappropriately will be asked to leave the dining hall.
- Boxes/crates, kegs, home-brewing apparatus and drinking paraphernalia (i.e., drinking funnels) are not consistent with the requirement of a moderate amount of alcohol/responsible use and will not be permitted.
- Storing alcohol in communal areas, including refrigeration is prohibited.
- On designated alcohol-free floors alcohol is not permitted to be consumed or stored anywhere on the floor.
- Alcohol-free periods will be in force in the hall at various times during the year. This includes the period leading up to and during examinations at the end of each semester. During these times you may not be in possession of, or consume, alcohol in any part of the hall. This will be at the discretion of the Head of Operations – Accommodation.
- Any prohibited alcohol found by staff as outlined above may be confiscated. Unopened vessels will be held and can be claimed at the end of your residential period. Opened vessels will be disposed of immediately.
- All alcohol related incidents requiring additional cleaning of a room, or area of the Hall will result in the individual responsible for the necessary cleaning costs. If the individual responsible cannot be identified, then the charges will be made to the hall.
- If you are in breach of the rules relating to alcohol, or the accommodation management team have concerns about your use of alcohol, they will intervene and set behaviour expectations for you.

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## DRUGS

- Non-prescribed or illegal drugs are strictly forbidden in the hall.
- You may not possess, cultivate, manufacture, use and/or distribute any non-prescribed or illegal drugs. You may not distribute prescribed drugs.
- Any paraphernalia which assists in the inhalation or consumption of drugs is prohibited, and if found will be confiscated and disposed of immediately.
- If you are discovered possessing, using or selling such substances you face eviction within 24 hours and possible criminal prosecution.
- In such cases you will remain liable for all fees for the term of the Residential Agreement.

The Level (<https://thelevel.org.nz>) is run by the NZ Drug Foundation and is a space for people who use alcohol and other drugs, their friends and their whānau and offers information and where to find support.

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## SMOKING

### The University of Auckland is a smoke and vape free campus.

- You may not smoke or vape anywhere within the residence or grounds of the residence; this includes all smokable products including vapes and e-cigarettes. Smoking and vaping is not permitted in any building or grounds controlled by The University of Auckland. The residences

are required to comply with the smoking policy of the University.

- This rule applies to visitors as well as all residents.
- If your bedroom or any communal areas have been contaminated or damaged by smoking, you will be charged, in addition to other possible penalties, for the commercial cleaning of all furnishings such as the bed, bedding, linen, curtains, carpet, and any furniture fabric.
- Violating the University Smoke free Policy will immediately incur fines and repeated violation may lead to eviction.

Smokefree NZ (<https://smokefree.org.nz/>) offers guidance on where to seek free help to quit smoking.

## 4. PROPERTY AND BUILDING

### DAMAGE

- You are responsible for your room and its contents.
- You will be held responsible for any behaviour which results in the need for replacement, repair or cleaning of your room or common facilities in the residence.
- You are responsible for paying for costs involved in cleaning, repairing, or repainting your room if you have not maintained it to the standards set or the condition of the room on arrival, fair wear and tear excepted.
- Please report any accidental damage. If you cause any accidental damage to accommodation property then you will be charged a recovery cost for the repairs and/or replacement of the property, as per the Recovery Cost Schedule, up to a maximum value of \$1,500 + GST per incident. If no-one reports damage or takes responsibility for any damage, individuals, floors or even all residents will be held liable for cost recovery charges.
- You are responsible for the behaviour of your guests while on the premises. Damages caused by your guest(s) will be charged to you accordingly.
- You are not permitted to replace or make your own repairs to equipment, fittings or furniture provided in your residence. You must make arrangements with your accommodation management for any repairs.
- You may not damage walls with adhesives or similar products.
- You cannot take furniture or plants from common areas to a different floor or into your bedroom.
- Please keep your feet off all tables and do not sit on tables. These actions are culturally offensive in New Zealand.

### PESTS

- The University has a pest management scheme in plan for Accommodation. Please do not attempt to fumigate your room yourself.
- If the cleanliness and/or hygiene of your living space has caused a pest issue, the University reserves the right to on-charge the resulting pest control costs to you.

### PETS

- You may not keep a pet in your room or anywhere else on the premises.

### FURNISHINGS

- You may not bring your own additional furniture or appliances into the Hall or substitute any of the furnishings without the express written permission of the Resident Manager or their delegated authority.
- Accommodation will not remove or store any provided furnishing that you may not want to use during your residency.

### RUBBISH AND RECYCLING

The University is committed to maximising recycling. Please recycle to the fullest degree.

- You are responsible for the correct disposal of recycling and rubbish from your room.
- You must dispose of rubbish hygienically and tidily.
- You must not leave rubbish or recycling material on the common property.

### CAR PARKS

- There are limited car parks at some of the properties and explicit prior permission to use these must be obtained.

- There is a charge for car parks and authorised vehicles will be issued a permit for use.
- You are prohibited from subletting your car park to another person. Discipline measures may be taken which may result in your car park privileges being revoked.
- Unauthorised cars may be towed away at any time and there shall be no right of redress against the University, body corporate or the property owner if this occurs.

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## STORAGE

- All of your possessions must be removed from the residence at the completion of the term of your residency.

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## SUBLETTING/REASSIGNMENT

- You are prohibited from subletting your room/studio/apartment or using your room/studio/apartment for temporary/ holiday rental accommodation.
- If you are found to be allowing someone else to access your accommodation without being present, discipline measures may be taken which may result in the termination of your residency.
- You are prohibited from offering your room/studio/apartment to another student (before moving in/before withdrawing) on behalf of the University. All formal accommodation offers are made by the Accommodation Solutions office.

## 5. SAFETY & SECURITY

### SAFETY RULES

- You must behave in a responsible manner and ensure your actions do not put yourself or others at risk.
- You may not have or store firearms or other weapons within the property. They are strictly forbidden at all times.
- You may not, under any circumstances throw anything out of windows or from balconies. This includes but is not limited to paper, bottles and/or liquids. This is a life safety violation, and the first instance will result in fines.
- You may not, under any circumstances whatsoever go onto the roof of any residence. Failure to comply may result in immediate eviction from University accommodation.
- You must not tamper or misuse lifts/elevators in any way.

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### FIRE SAFETY

- It is against the law to tamper with fire equipment, including exit signs. You cannot interfere with fire door stays or keep fire doors open in any way. Disabling or covering smoke detectors and discharging fire extinguishers for any other purpose than putting out a fire are violations and will be subject to disciplinary action and possible criminal proceedings which may result in eviction from the property. Any fire equipment repair/damage or replacement resulting from misuse will be added to the resident's account.
- If you cause the fire alarms to be activated (either accidentally or maliciously) then you will bear the charge from the Fire & Emergency NZ for a false, callout. If the person responsible cannot be identified, the charge will be borne by all residents as part of a levy. Tampering, disabling or covering a smoke detector can cause the fire alarm to be activated, for which you will be responsible. At the time of writing, this charge was \$1,125 +GST per callout.
- You cannot burn anything in your room. Candles, incense or any open flamed items are not permitted onsite any accommodation. Safer alternatives are battery-operated candles and reed diffusers.
- You may not under any circumstances move your bed or any piece of furniture or other item against a heater, as this creates a significant fire risk.
- You may not have or use fireworks in and around the hall. All fireworks are strictly forbidden at all times.
- You may not store or charge e-scooters or e-bikes in your bedroom or on living spaces. Incorrectly charging your e-bike/e-scooters can cause violent fire, these may only be charged where indicated.
- Please take particular care with toasting bread. You should note that burning toast can (and has) set off the smoke alarms and will be considered an accidental callout.

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### ELECTRICAL & APPLIANCE SAFETY

- You may not bring any cooking appliances, kettles, sandwich presses, rice cookers, air fryers, electric frying pans, and similar equipment, fridges or heaters into your hall of residence. Small personal fridges may be permitted for medical needs provided you have signed approval from your Resident Manager.
- Residents must not cook or prepare food in bedrooms. Cooking appliances, kettles, and other food preparation equipment may only be used in designated kitchen facilities approved by Accommodation.
- Due to the electrical hazards associated with moisture absorption, Himalayan salt lamps are not permitted.
- Any appliance you bring into the residence must be in good working condition and safe for use in New Zealand. Accommodation staff may

require the removal of any appliance that is unsafe, damaged, modified, or considered unsuitable for use in the residence.

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## **BUILDING SAFETY**

- Some windows have a security stay fitted. You may not alter or remove these. Doing so will incur heavy penalties.
- You may not hang anything outside any window or balcony.
- You may not obstruct stairways, corridors, exits, or other means of escape, nor place any items in these areas. This is a life safety violation and the first instance will result in fines.

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## **RECREATION & CONDUCT**

- You may not wear or use in-line skates, roller blades, skateboards or scooters within any accommodation building.
- Balls may only be thrown, kicked, or used in designated outdoor recreation areas.

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## **KEYS AND SECURITY TAGS**

You will be issued with a room key and/or a Campus Card (which also functions as your access card) on arrival. These will provide access to your room and any authorised communal or ancillary spaces available to you.

- You must not lend, share, or allow any other person to use your key, Campus Card, or any other access device issued to you. Providing your Campus Card to another person for access to the residence or Recreation Centre is considered a serious breach of Residence rules and may result in disciplinary action.
- Residents must not permit any person to "tailgate" or "piggyback" through a secured door using their access privileges. All guests must follow the Residence guest sign-in procedures.
- Please always keep your keys and Campus Card with you when you leave your room and look after them.
- Your Campus Card or key will allow you to enter the building through the main entry on a 24-hour basis.
- If you lose or damage your keys or Campus Card or if they are stolen please report this to the accommodation management team immediately. This is for both you and your fellow residents' safety. You can report a lost or damaged Campus Card on the following link: [Campus Card](#)
- You will be charged by Accommodation the cost of replacing each lost key and the Campus Card office for your replacement Campus Card.
- Your Campus Card can be damaged by putting it next to other swipe cards, mobile phones or other such devices, or by water. If your Campus card is damaged, you will be charged for the replacement as per the Card office.
- Should you lock yourself out of your room, call the on-duty accommodation staff member for assistance. Residents receive two complimentary lockout attendances each year. A charge will apply for each subsequent lockout. The fee for this in 2027 is \$25.00.
- If you are issued with a temporary access card, it must be returned within the timeframe specified by Accommodation staff. Temporary access cards are issued for short-term use only and are not a permanent replacement for your personal Campus Card. Loss or damage of a temporary access card may incur a replacement charge.
- If you find a key or Campus Card, please return it to accommodation management or University Security.

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## **EMERGENCY EVACUATION**

- Emergency evacuation procedures are detailed in the Resident Handbook and displayed throughout the Hall.
- The evacuation alarm is the continuous sounding of sirens.
- If the fire alarm sounds, the buildings must be evacuated immediately, and you must proceed to the assembly area.
- Throughout the year, a number of alarm tests and trial evacuations will take place. You must always treat the sounding of an emergency alarm as a real emergency and follow prescribed evacuation procedures.
- You may be disciplined if you ignore emergency alarms, interfere with evacuation procedures, or use routes not designated as emergency exits.
- There are designated fire and evacuation wardens responsible for certain areas. In the event of an emergency, you must follow their instructions immediately and without question.
- If you are disabled (even on a temporary basis) please make sure that your accommodation management team has your name. Working with the management you will have a personal emergency evacuation plan. Your PEEP will be maintained as part of the building evacuation plan.

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## **INSURANCE**

- Accommodation expressly disclaims any liability for loss or damage to your property, or the property of any of your guests, even if it is occasioned by the negligence of any of the Accommodation employees or duly authorised agents.

- It is highly recommended that you take out an appropriate insurance cover on your personal effects on your arrival in Auckland.
- Should you choose to use your family Household insurance policy, we encourage you to check the level of cover under their policy as some companies/policies do not include coverage for your belongings while in student accommodation, therefore you will need to secure your own personal insurance under your name.

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## HEALTH AND SAFETY

To minimise risk to health and safety, you must comply with health and safety requirements and/or restrictions set by the University from time to time and notified to you (including requirements and/or restrictions that may be imposed in response to epidemics or pandemics, such as COVID-19).

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## CONCERNS ABOUT YOUR SAFETY AND/OR WELLBEING

Accommodation cares about the safety and wellbeing of all our Residents. We have systems and structures in place to help ensure you are looked after. These include regular meetings with your Accommodation team (including checks on you in your bedroom or living space, where we have given you advance notice), record keeping, and creating safe environments, through a whole of University approach. When the hall is concerned about you due to inactivity the hall will take steps to connect with you.

There may be times when concerns are raised about your safety and/or wellbeing. These concerns could be raised by your friends, whānau, members of the university staff/community or your Accommodation team. When concerns are raised, Accommodation will undertake steps to check on you. These steps include, but are not limited to:

- Accommodation staff will check your bedroom and living spaces.
- Accommodation staff will check with your friends in the Hall and your Resident Adviser.
- Accommodation staff will look at your access and activity records. These include but are not limited to:
  - Your meal swipe activity.
  - Your building access activity.
  - Your participation in events and engagement opportunities held by Accommodation and/or the University.
  - If needed, your device activity on University of Auckland Wi-Fi and learning management systems.
- Where appropriate we will contact your designated emergency contact (and, if you are under 18, your parent/guardian)
- Where appropriate we will contact Te Papa Manaaki/Campus Care and may take steps to connect you with other relevant support services.
- Where appropriate we will also involve the Police and other Emergency services as is applicable to your situation.

## 6. LEAVING THE RESIDENCE

### OVERNIGHT/ WEEKEND ABSENCE

- In order to establish your whereabouts in the event of an emergency, we ask you to notify your accommodation management team whenever you are going to be away from the hall overnight, or longer.
- You are not entitled to a refund or reduction of accommodation fees when you are absent.
- If the accommodation management excludes you from the hall because of illness, you will be given the option of terminating your residence (in which case your liability accrues only up to the day of departure).

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### VACATING YOUR ROOM AT THE END OF YOUR RESIDENTIAL AGREEMENT

- Before leaving at the end of your Residential Agreement, you must clean your bedroom thoroughly and ensure that all common areas are also clean.
- Your room will be inspected by a member of the accommodation management team once you have removed all personal belongings and rubbish. You should be present for the inspection.
- If you finish your residency, you must advise the accommodation team of your intended leaving date to arrange a mutually convenient time for a final inspection.
- If, at the time of the final check-out inspection you have not cleaned your bedroom to a satisfactory standard, you will be charged an additional cleaning fee. The cleaning fee starts at a minimum of \$50.00.
- You must request an inspection and have the details confirmed at least one week in advance of the date requested. If a mutually convenient time for the final check-out inspection cannot be arranged, or should you vacate your bedroom without requesting a final check-out inspection, the findings of the accommodation management team will be final and binding.
- Before you leave the residence, you must return all keys and security access tags provided for your use, as well as all furnishings provided to you in good condition. Should you not do so, charges will be imposed to replace these items. Should you not return all keys and tags, all corresponding locks will be changed, and a new set of keys cut at your cost.
- Departure time is at 10.00am. You may be charged a late departure fee if you depart after this time.

## 7. CANCELLING YOUR RESIDENTIAL AGREEMENT

If you need to cancel your residential agreement before it ends you must see the Resident Manager. Contract cancellation is approved on an individual basis and may incur substantial cancellation fees, particularly for students who cancel their residential agreement and remain a student at the University.

Refer to: [Withdrawing/changing your residential agreement](#)

## 8. GUESTS/VISITORS

### GUESTS

A guest is any person who is not a current resident (in your specific residence – if you are visiting another accommodation other than your own, you are considered a guest of that building) or authorised accommodation staff member. This includes all former residents. The following rules are necessary to ensure compliance with fire and safety regulations, and so that staff know how many people are in the building in the event of an evacuation.

- Your guests will not be provided access by members of the accommodation management team. Guests must be met by you, escorted through the property, and remain in your company at all times.
- Your guests are not permitted to enter the hall if you are absent unless another resident undertakes full responsibility for the visit and the guest remains in their company until departure.
- You are held fully accountable for your guest's behaviour and actions from the time the guest is signed in up to the time they leave.
- Residents may host a maximum of two guests at any one time without prior approval from the accommodation management team.
- Any gathering that exceeds this limit, or which is likely to cause disruption to other residents, may require prior approval and may be declined.
- Your guests are most welcome to enter the hall provided they:
  - Are met at the front door by you, their host, and signed into the guest register.
  - Are sober, quiet and well-mannered.
  - Behave responsibly while on the premises.
  - Remain in your company while on the premises.
  - Are accompanied to the front door by you when it is time to leave.
  - Leave quietly when they depart.
- Guests must leave the building before 1am unless approved as an overnight guest.
- Residents may not sign guests into the residence between 1.00am and 7.00am unless the guest has been approved in advance as an overnight guest.
- Exceptions may be granted by Accommodation staff where there are genuine welfare, safety, or emergency circumstances. Any such exception will be considered on a case-by-case basis and may be subject to conditions determined by Accommodation.
- A casual guest visit may not be converted into an overnight stay without prior approval from Accommodation.
- Guests are discouraged during the first two weeks of residence while residents and staff are getting to know one another and participating in orientation activities.
- Additional guest restrictions may be introduced during key periods of the academic year. Residents will be advised of any temporary restrictions in advance.
- Overnight guests are not permitted during designated study and examination periods.

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### OVERNIGHT GUESTS

An overnight guest is any guest who remains in the residence after 1.00am. All overnight guests require prior approval from the accommodation management team.

- Overnight guests may be permitted only with the prior approval of the accommodation management team.
- Requests for overnight guests must be submitted at least 48 hours before the proposed stay. Approval is not guaranteed and will be granted at the discretion of Accommodation. Approval may be declined where the visit may adversely affect the safety, wellbeing, comfort, or study environment of other residents.
- Residents may host a maximum of one overnight guest at any one time.
- Overnight guests may stay for a maximum of two consecutive nights within any calendar week (Monday to Sunday). There must be a minimum break of two nights between overnight visits. Requests exceeding these limits will normally be declined.
- Overnight guests must be at least 18 years of age.

- Overnight guests must be signed into the guest register and comply with all Residence rules and directions from staff.
- Residents remain fully responsible for the conduct and behaviour of their overnight guests throughout their stay.
- Family members visiting residents are encouraged to arrange alternative accommodation off-site. Due to the communal nature of first-year residence life, approval for overnight stays by family members will only be granted in exceptional circumstances.
- Overnight guests are not permitted during Orientation, designated study periods, examination periods, or any other period notified by Accommodation.

## **9. CHANGES TO RULES**

- The University reserves the right to amend or add to these rules during the term of residency.
- All current residents will be notified of any amendment or addition to rules before they come into force.
- When possible, residents will be consulted on rules changes in advance.