

11

Your guide to
residential life
at UCA

resident handbook



uc accommodation
student village



welcome

contents

1 welcome

2 your village people

6 the student village

ilam apartments/university hall/sonoda

9 making your life easier

academic assistance
accidents
bikes
catering service
and dining hall
cleaning
communication
computer rooms
guests
internet access
keys and access cards
laundry
mail
maintenance
the office
the office – after hours
parking
recreational facilities and common rooms
residential advisors
residents' association
rooms
smoking
telephones
television
vending

**18 living as a village
(key rules)**

absence
alcohol
assault / violence
attendance at classes
complaints
confidentiality
damage
disciplinary measures
drugs – marijuana & any other illegal substances
energy conservation
evacuation procedures
evacuation wardens
firearms and weapons
fire alarms
general safety issues
grounds
hazardous materials
health
insurance
noise
noisy neighbours
pets
posters
personal details
personal issues
personal security
quiet hours
resident conduct
racial harassment and actions causing racial
disharmony
right of entry
rubbish and recycling
sexual harassment
security staff

**27 management
reserves the right...**

discipline at UC accommodation

welcome tena koutou katoa

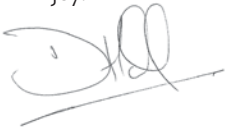
The University of Canterbury is a wonderful place to learn in all its educative, social, cultural and sporting dimensions. UC students have excellent facilities and people to help you achieve to your best ability. And there is the imperative to create that exists in few environments.

The University vision is about people prepared to make a difference – changing the world. UC Accommodation Student Village plays an important part in realising that vision. We do the essentials like keeping you safe, warm and for some fed. We create a community that supports your study. And we connect you to others.

Our commitment to you is to provide a home, for all our residents – together. We want all residents to have an exciting living experience, for you to live, learn and grow. You will live with friends – your friends for life.

The joys and exhilarations, as well as the compromises of life will all be experienced in your time with us.

Enjoy!

A handwritten signature in black ink, appearing to read 'Darel Hall', with a horizontal line underneath.

Darel Hall
General Manager

your village people

UC Accommodation Student Village covers the three sites of Ilam Apartments, University Hall and Sonoda Christchurch Campus with 1550 beds it's the largest single student accommodation complex in New Zealand.



General Manager

Darel Hall

t. (03) 364 3498

e. darel.hall@canterbury.ac.nz

Darel is the General Manager with overall responsibility for the resident experience at UC Accommodation Student Village. He completed his under- and post-graduate studies at the University of Canterbury. He is a past Student Association President and University Sport New Zealand President. He has been working in tertiary education policy for a decade and has recently completed a three year term as a Director of the National Centre for Tertiary Teaching Excellence.



Community Manager

Warren Lees

t. (03) 364 2772

e. warren.lees@canterbury.ac.nz

Warren is the Community Manager primarily responsible for University Hall and Sonoda. He has vast experience in the student accommodation area. Formerly a school teacher and national sports representative and coach he enjoys the company of enthusiastic and bright young students.

His goal is for all residents to learn from the experience of living in a community, an environment that is safe and happy for all.

Warren leads a team which is both dedicated and caring. Staff are considered part of the total community and will treat all residents with the respect they deserve.



Deputy Community Manager

Idoia Gonzalez

t. (03) 364 3486

e. idoia.gonzalez@canterbury.ac.nz

Idoia is the Deputy Community Manager at Ilam Apartments.

She is Spanish and after completing her University degree back in her home country, travelled and worked in several places around the world over a period of eight years. Three years ago she settled in Christchurch where she has been working for UC Accommodation ever since.

Idoia has a passion for student welfare and her and her team ensure a great experience for those staying at Ilam.

Her aim is to be able to offer residents an environment in which to grow as individuals while being part of Ilam Apartments' amazing multicultural community.

Accommodation Manager

Liz McKay

t. (03) 364 3493

e. liz.mckay@canterbury.ac.nz
or enquiries@clv.accommodation.ac.nz

Liz is the Accommodation Manager who oversees all application and account enquiries. Liz's team work together to make sure the applications and re-application process runs smoothly for you. The Accommodation Team have many years of experience and are equipped to answer any tricky queries. Liz is based at University Hall and is always happy to chat with you.

Operations Manager

Lee Foote

t. (03) 364 3476

e. lee.foote@canterbury.ac.nz

Lee looks after the cleaning and maintenance teams across our three sites to ensure the facilities are well maintained and clean. He also looks after the upgrade projects over the term breaks

Maintenance Supervisor

Jerry Doublett

t. ext 54999

e. jerome.doublett@canterbury.ac.nz

If it's broken, damaged or simply not working, contact Jerry, if he can't fix it he will arrange someone who can. It is his job to maintain the properties at UC Accommodation Student Village and ensure you are living in a clean comfortable environment.

House Manager

Yvonne Flynn

t. 0275999036

e. yvonne.flynn@canterbury.ac.nz

The House Manager leads the friendly group of cleaners at UC Accommodation Student Village. We all want the Village to be a clean and healthy environment and to look its best at all times. Part of the House Manager's job is to do regular inspections of the residences to ensure that standards are being maintained.

Senior Marketing Advisor

Lucy Allen-King

t. (03) 364 3028

e. lucy.allen-king@canterbury.ac.nz

All year Lucy works to promote UC Accommodation Student Village to you – so she's really glad you made it here, now she can relax and put her feet up. Lucy is based at our University Hall office but can often be seen flitting between our three sites with a BBQ in tow.

Resident Support Officers

The Resident Support Officers are available during office hours to help you and answer any general questions about the Village or the wider Christchurch and Canterbury community that you may have. They are also part of the support team who ensure that your stay at the Village is everything you want it to be.



Ilam

Kelly Fay

t. (03) 364 3444 option 3

e. ilamvillage@canterbury.ac.nz



Sonoda

Annette van Oosten

t. (03) 343 7799

e. sonoda@canterbury.ac.nz



University Hall

Grace Considine

t. (03) 364 2720

e. unihall@canterbury.ac.nz



University Hall

Tracy Williams-Tuschling

t. (03) 364 2720

e. unihall@canterbury.ac.nz

the student village

Ilam Apartments

The original part of Ilam Apartments was built in 1972 and used as part of the Athletes Village for the 1974 Commonwealth Games. Between 1999 and 2007 a further 542 rooms in different types of apartment size were completed bringing our total village number to 849. The three groups of buildings are known as Manuka, Kowhai and Hinau – the names are all beautiful flowering New Zealand trees.

Students from all over the world come to live at Ilam alongside New Zealand students and this gives Ilam a very lively atmosphere. Many UCA students return to Ilam in their second and third years.

University Hall

The original part of University Hall was built in 1972 and used as part of the Athletes Village for the 1974 Commonwealth Games. Between 1998 and 2007 a further 486 rooms were completed taking the total number of rooms to 550, housing mostly first year New Zealand students.

The building names at University Hall are Connon, Ngata, Alpers, Jean Herbison,

Bickerton, Popper, Rolleston and Kate Sheppard – all notable New Zealanders who have had an association with the University of Canterbury.

Sonoda Christchurch Campus

Sonoda is the product of a longstanding relationship between the Christchurch College of Education (now merged with the University of Canterbury) and Sonoda Woman's University (Japan) and this gives this hall its special character.

This campus was opened in 1993 to accommodate both College students and students from our sister institution, Sonoda Women's University. Up to 30 Japanese students from both the University and its associated High School visit to study English.

Sonoda can accommodate up to 140 residents in its eight buildings named after either a Japanese or New Zealand native tree and they are Keyaki, Totara, Kauri, Sakura, Ume, Rimu, Hinoki, and Matai. Another building – Yanagi has four self-contained one bedroom units suitable for student couples.

Sonoda is a quiet home to students of many nationalities, but with a Japanese influence and this makes it a special place to live and different from other halls of residence.

Japanese Students at Sonoda

Every year students come from Sonoda High School and Sonoda Women's University to visit and study English in Christchurch. Two Sonoda buildings have a number of rooms kept aside for these Japanese students whose length of stay varies from 2 weeks to 3 months. It is expected that all students will interact with the Japanese students, assisting them with English conversation and some social activities. Please note however that the younger students have a 9 pm curfew and must seek permission from Sonoda management for any activities outside of their itinerary. Japanese students are not permitted to travel in private vehicles because of insurance implications. All Japanese students are prohibited from entering any male student's bedroom and we would ask that all male students respect this rule and likewise not enter any of the Japanese students' rooms.

live



Learn



making your life easier

'Our commitment to you is to provide a home, for all our residents – together. We want all residents to have an exciting living experience, for you to live, learn and grow. Our rules balance individual rights and responsibilities with the needs of our community to create the community you need to succeed. Our principle is to treat others as we wish to be treated.'

In this section: academic assistance, accidents, bikes, catering, cleaning, communication, computer rooms, guests, internet, keys and access cards, laundry, mail, maintenance, the office – after hours, parking, recreation, residential advisors, residents association, rooms, smoking, telephones, tv, vending.

Academic Assistance

If you require tutorial assistance please contact the Residential Life Coordinator on 364 3496 who will discuss the options available to you. Also keep an eye on the UCA Facebook page UC-Accommodation-Student-Village for news about upcoming tutorials. We offer exam focused tutorials, organise study groups and connect you to learning support at the University.

Accidents

Your RA team are able to assist with basic first aid and each is equipped with a first aid kit as does each office. Student Health, on campus, can attend to injuries 8.30am – 5pm Monday to Friday. If you need after hours care, refer to listed medical services. You must report all accidents to the office.

Bikes

Each of the three sites either have bike racks, cages or bike sheds for storage. You must not keep your bike in a residential building.

UC Accommodation Student Village assumes no responsibility for your bike while it is parked at our property. It is our recommendation that you insure your bike and keep it securely locked at all times.

Catering service and dining hall

University Hall dining hours are:

Breakfast

7.15am – 9.30am

Brunch (At weekends only)

11.30am – 1.30pm

Lunch

11.30am – 1.30pm

Dinner

5.30pm – 7.15pm

Health and religious related diets are available daily. Please see the Resident Support Officer on arrival at UCA, who will arrange a time for you to meet with the Catering Manager.

Even though Ilam Apartments is self catered, you have the opportunity to dine at University Hall on a casual basis or set a meal plan should you wish. University Hall is a 5 minute walk from Ilam Apartments.

For those in a semi-catered contract Sonoda's evening meal will be served in Hinoki – one of the buildings onsite at Sonoda.

All meals are included for residents in University Hall and the evening meal for Sonoda residents.

We actively encourage residents to give their input into the food service process in at least three ways:

- Residents Association
- Feedback Cards
- Focus Groups

Information on catering procedures is given to residents when they arrive. A summary is:

- No swipe card: No meal.

Sick meals: a sick resident can order a dinner by phoning 6691 before 3pm. A friend can take your card, and collect the meal when they have dinner.

Takeaway meals: When you can't get to a normal meal period these are available. Order from the servery staff by 2pm for the following dinner. Pick up before 8pm, not during service. Takeaways can also be ordered weekly in advance.

- Lost card: If you lose your card please contact the office. During dinner see the RA on duty.
- Footwear must be worn at all times.
- When you have finished eating, plates, cutlery and food leftovers must be taken to the collection area.
- The only people permitted in the kitchen are those employed to prepare and serve food.
- You cannot borrow or 'liberate' any cutlery or crockery from the Dining Hall.

Cleaning

University Hall, which is a catered residence, has cleaners on site for a limited time each day of the week. They have responsibility for cleaning bathrooms, corridors and common areas. They are not employed to pick up rubbish or wash dishes which are the residents' responsibility. You are required to keep your own room in clean and tidy condition.

At the Sonoda and Ilam Apartments you are responsible for keeping your entire apartment clean and tidy. A cleaner will come in each month to ensure the upkeep but they will not do your dishes, rubbish or recycling. The surfaces (benches and tables) must be cleared so they are able to clean them to a hygienic standard. You are to ensure that your apartment is at all times, up to a tidy and hygienic standard. There will be inspections of the apartments and if they are not up to a required standard, cleaners may be brought in at the apartment's expense.

When staff are available, we offer a cleaning service which is available at \$25 hour.

Communication

Any questions? Pop down to your closest office, grab an RA or a staff member. Become a fan of our facebook group at UC-Accommodation-Student-Village to keep up-to-date.

Computer Rooms

The Computer Rooms are open 24 hours a day, seven days a week and are accessible by swipe card to all UCA residents. The facilities include broadband internet access, which may be accessed using your University of Canterbury ID and Password, PC computers, and a printer. The Lab is run by the University IT department and paying for printing and such is deducted from your Canterbury Card.

Guests

You are responsible for the behaviour of your guests and will be held liable for any disturbance or damage resulting from their visits. A guest includes all former residents.

Overnight Guests

Let us know if you have a guest in case of fire or other evacuation procedures. Our primary concern is safety.

Guests may not stay more than 2 consecutive nights unless permission has been obtained from the Community Manager. If permission is given, a charge may apply for additional nights to cover the use of facilities. For those residents in apartments you must have obtained the agreement of your flatmates before You can have a guest stay overnight.

Internet Access

Every room within UCA is cabled for access to the UC network system. Our internet contractor is SNAP and they have good rates. You sign up, choose the package that suits you and pay directly to the service provider with a credit card. However it is not necessary to have your own computer as there are computer rooms in each area. All 'Learn' spaces have wireless capability.

Keys and Access Cards

All main apartment and common room doors have either swipe card or magnet access. Your bedrooms will have a regular key.

Report lost swipe cards, magnets or keys to the office immediately. The longer you leave it, the longer the security of your room is in jeopardy. Replacement costs for these are:

Swipe Card	\$50.00
Magnet	\$50.00
Key	\$50.00

If you find any lost swipe card or key please return it to the office.

Nobody is permitted access to your room or apartment in your absence without your permission having been given to management. This includes relatives.

Theft sometimes occurs in a Hall of Residence. For this reason:

- Lock your room and/or apartment whenever you leave it.
- Do not lend your key or swipe card to anyone at any time.
- Keep your swipe card and key with you at all times.
- Report any lost swipe card or key to the office immediately.

Laundry

ilam apartments

There is a communal laundry situated in the Hinau area of Ilam Apartments. The machines are coin operated. Kowhai and Manuka apartments have their own washing machines.

university hall

There is a centralised laundry behind the library. It has a number of washing machines and dryers. The main laundry is swipe card accessible 24 hours a day to all Hall residents. There are washing lines for drying near the office.

Change for the machines can be obtained from any of the offices.

Residents need to buy their own laundry powder, however there are sachets of powder available at reception for purchase.

sonoda

Washing machine, dryer, iron and ironing board are available 24 hours a day. The machines are coin operated. Washing lines are located near each building.

We will run lessons on how to get the best out of the machines.

Mail

Your postal address will be provided to you when you arrive at UCA.

All mail received via ordinary NZ Post is kept at the office for collection by residents.

Parcels can be collected during office hours. You will be required to show ID when collecting them.

Please check and pick up your mail regularly.

Any mail not collected within one month of receipt will be returned to sender, or disposed of.

While we accept mail from courier companies we do not accept any liability if the mail goes astray. Any arrangement to have mail delivered by courier is based on this understanding.

At University Hall please don't have mail sent to the PO Box number on your room key. We only clear that postal box when a key is missing.

Maintenance

1) How to lodge a maintenance request

UCA have a maintenance database which will enable residents to report all maintenance issues over the internet via "fix it" requests. If you have difficulty with doing this, come to the office and we will help you to log your maintenance request. Go to www.ucastudentvillage.co.nz/currentresidents/forms&resources.

2) Urgent maintenance

Urgent maintenance, such as broken doors, gas leaks and electricity shortages should be reported immediately to reception. Maintenance staff will see that the matter is attended to within the day. If these urgent problems occur after hours, they need to be reported to the On-Call Residential Advisors at Ilam Apartments on ext 52999, University Hall on ext 6669 or Sonoda on ext 44239. They will assess the situation and provide assistance.

grow



3) Service standards – examples and time

UC Accommodation Student Village management (through Campus Living Villages) is committed to providing a responsive and timely service to residents. Simple matters, such as the replacement of light bulbs, should take a period of one to two working days. Repairs to more complex appliances, such as ovens and microwaves that require parts, will take longer to complete as parts must be ordered. Urgent repairs will be given priority.

4) Breakages and Damage

You are responsible for any breakages that occur as a result of you, your flat mates' or your guests' use of the items in your room or apartment. Please report any breakages as they occur, so that replacement items can be provided as soon as possible. All work carried out on a "Do and Charge" basis will be charged to the resident at a rate equal to the actual charge from the supplier or contractor plus an administration fee equivalent to 20% of that cost.

The Office

Ilam Apartments

t. ext. 3559
e. ilamvillage@canterbury.ac.nz

The reception desk is located in Ilam Apartments Office on Homestead Lane.

Open: Mon – Fri 8am – 4.30pm
Sat 9am – 12pm

Sonoda Christchurch Campus

t. ext. 3558
e. sonoda@canterbury.ac.nz

The reception desk is located on the ground first floor of Keyaki Building.

Open: Mon – Fri 8am – 4.30pm

University Hall

t. ext. 6720
e. unihall@canterbury.ac.nz

The reception desk is located in the first building inside the main entrance at 9 Maidstone Road.

Open: Mon – Fri 8.30am – 8pm
Sat 12pm – 3pm

The office should be your first point of contact for any residential enquiries including adding money to your account, lost keys, collecting parcels and all check ins and check outs.

The office staff can also help you with any general questions you may have about the Village or the local area.

The Office – After Hours

For all enquiries after hours please use the following numbers:

Ilam Apartments – ext 52999

University Hall – ext 6669

Sonoda – ext 44239

Parking

Most parking permits at UC are merely a permit to hunt for a park but at Ilam Apartments and University Hall you'll get a dedicated space that is only for you. Parking permits at UCA \$120 per year or \$70 per semester. Residents need to buy a sticker for their car at their closest office. We want to make sure that you get the park you pay for so please understand that if your friends park illegally they are likely to get clamped or towed away.

If you wish to have access to the University student car parks as well, you go to University Security and purchase a UC parking permit. If you do not want to be fined, clamped or towed away you are strongly advised to get the required permits, or you could just park in your UCA park and walk! Do not park in any Reserved or Disabled Parking spaces.

Recreational Facilities and Common Rooms

SKY movies and sports channels, pool and table tennis tables are available in Common Rooms and Lounges across Ilam Apartments, Sonoda and University Hall. These facilities are available to you 24/7. Residents are expected to keep the common rooms and lounges clean and tidy. Furniture should not be removed from the lounges.

Sports gear, DVD's and board games can be loaned through the office or the RAs.

There is a piano available for use in the library at University Hall, the Hinoki lounge at Sonoda and the common room at Ilam Apartments.

At Sonoda and University Hall there are tennis courts available for your use and University Hall also has an all weather volleyball court, and outdoor basketball hoop and backboard.

There are grassed areas where residents can play various ball games or frisbee. For bigger groups the grounds on Ilam Fields or at the College of Education are bounteous.

Residential Advisors

Residential and Senior Residential Advisors (RAs and SRAs) are a key part of the leadership of UCA. Being an RA offers residents a rare opportunity to gain valuable leadership experience before entering the job market. UCA employs RAs and SRAs across Ilam Apartments, University Hall and Sonoda.

RAs are trained with a focus on the pastoral care of our residents and advising them how to get the best out of their university experience.

RAs are senior students appointed as part of the UCA team to help with student welfare, including: homesickness, flatmate problems, study queries and helping to maintain reasonable standards of discipline and behaviour in the UCA environment. They have been first year students themselves and are here to help.

They also provide leadership of the social, sporting and volunteering activities.

For help with a problem or in an emergency after office hours please see the on duty RA. Contact information is displayed in various areas of UCA.

Residents' Association

In 2011 we invite you to be part of your Residents Association to ensure we have excellent academic, sporting and social programs and to provide continuous feedback on UCA operations.

Rooms

When you move in you are required to complete a room inventory form. This must be completed and handed back to the office within 24 hours of your arrival. Any damages found after you depart that you have not listed on your form will be deducted from your Contingency Fee before it is refunded. You are responsible for the furniture in your room and the common areas if you live in an apartment.

You may not move any furniture from any other rooms including common rooms into your room.

UCA provides in all rooms with bed with mattress and mattress protector, socket for internet connection, rubbish bin, desk, chair, wardrobe and separate drawers, pin board and heating.

Some rooms also have: phone with voicemail and free local calls, wash basin, smoke alarm and/or sprinkler.

The self catered apartments in Sonoda and Ilam Apartments have living rooms that are furnished with a dining table

and chairs, a couch and television. The kitchens in these apartments have either, an oven and a microwave or a convection microwave, refrigerator/freezer, sink and pantry. A basic set of crockery and cutlery is also provided. Some basic cleaning accessories are provided including a broom and dust pan.

Some items are not permitted in bedrooms and apartments:

- fridges and cooking equipment (you may use a sandwich-maker in your lounge)
- items of high wattage
- heaters other than those provided eg. fan heaters (refer to village rules for details)
- stereos with separate bass systems!!!
- double beds
- candles, oil burners and incense

All residents need to supply their own:

Bed linen, blankets and duvets, pillow, towels, bathmats, coat hangers, personal toiletry items, food and cleaning supplies if you live in a self catered apartment.

Linen Packs are available for purchase from reception at a cost of \$85.00 per pack. A linen pack contains a duvet inner, duvet cover, pillow, pillow cover and sheet set.

Smoking

Smoking of **any** substance is prohibited in all UCA buildings and grounds as per the University's smokefree policy. Violation of this policy may, at the discretion of Village Management, result in disciplinary action, including a fine and exclusions.

UC is smoke-free in 2011.

Telephones

Many bedrooms have a telephone that can connect you to anyone in the Village or to the university telephone network simply by dialling the four or five digit extension number. For numbers outside of the university network you will need to press 1 for an outside line then the number you wish to ring. Those areas that do not have a personal telephone (Sonoda and Hinau) have a telephone in the apartment area.

You can receive calls from outside of UCA directly to your area (either room or apartment – as above). The phone number for someone calling you from outside the University and village is (0064 3) 341 1500 followed by your extension number.

Voicemail

The phones provided also have voicemail facilities, which can be accessed as follows:

- From an internal phone dial 6989 (or (03) 364 2989 if you are calling from an external phone)
- Enter your extension number then #
- Enter your password (default for new extensions is 12 followed by extension number) then #
- Press 2 to retrieve messages

To record a personal greeting

- From an internal phone dial 6989
- Enter your extension number then #
- Enter your password then #
- Dial 82 to go to phone manager
- Press 1 to go to external greeting; 2 for internal greeting and 3 to record a temporary greeting
- Record greeting and press # to stop

Helpful tips when using your voicemail:

- Press 00 to hear the extension number that left the message
- Press 1 to backup message by 5 sec
- Press 3 to advance message by 5 sec
- Press 6 to skip to next message
- Press 2 to replay message
- Press 76 to cancel message

live



Television

Sky TV is available in the common rooms in Ilam Apartments, University Hall and Sonoda. There are televisions in all the lounge areas of the apartments at Ilam Apartments and Sonoda.

Vending

Snack and drink machines offer a variety of products. These are located in the following areas:

- The laundry room and the old common room at Ilam Apartments.
- The Dining Hall foyer and outside Kate Sheppard at University Hall.
- The common room at Sonoda.

living as a village

'Our commitment to you is to provide a home, for all our residents – together. We want all residents to have an exciting living experience, for you to live, learn and grow. Our rules balance individual rights and responsibilities with the needs of our community to create the community you need to succeed. Our principle is to treat others as we wish to be treated.'

In this section: absence, alcohol, assault, attendance, complaints, confidentiality, damage, discipline, drugs, energy conservation, evacuation, fire alarms, general safety, grounds, hazardous material, health, insurance, noise, pets, posters, personal details, personal issues, quiet hours, resident conduct, racial harassment, right of entry, rubbish and recycling, sexual harassment, security.

Absence

If you are planning a trip away from the UCA for any period of time, please advise the office that you will be away and for how long– this is particularly important if you are going hiking, mountain biking or caving, or anything else with a material element of risk.

Alcohol

UC Accommodation Student Village promotes a sensible and responsible attitude towards alcohol. Specific rules for each Hall can be found in your room on arrival.

Reasonable and responsible use of alcohol is important for the well-being of the community. Residents emphasise in surveys that they support particular vigilance about excessive noise and anti-social behaviour.

UCA suspends and expels residents for poor behaviour. UCA occasionally refers residents to the university proctor (the person responsible for investigating breaches of discipline at the university) or the police. The reference is usually because of poor behaviour associated with alcohol. The university often withholds grades from students under investigation and can expel or otherwise restrict a student from progressing because of discipline problems.

Any alcohol confiscated is given to outside groups such as the emergency services and community organisations who provide valuable support to our community. Any fines associated with alcohol misuse are collected and donated to charities chosen by residents. In 2010 residents chose Westpac Trust Helicopter and Child Cancer.

Assault / Violence

Assault on a fellow resident or member of staff will not be tolerated and disciplinary measures will be taken, including referring to the police if need be.

Attendance at Classes

Residents are expected to attend the lectures, tutorials, and laboratory sessions for which they have enrolled. If there is evidence a resident is not attempting to meet course requirements (for reasons other than sickness) he/she may be given notice to vacate.

Complaints

We are committed to providing a pleasant and comfortable place to live and to ensuring any complaints are handled fairly and in a timely manner. If you have a complaint about our services, staff or another resident, it is important that you let us know in person. We cannot act on anonymous or

third party complaints. However we also have a “Tell us about it” form that can be filled in anonymously if wished. You can post this to the General Manager who will follow up your complaint.

You can also present a complaint in writing to the General Manager.

If you have a significant complaint please ensure that you make an appointment with the General Manager so they can discuss this with you in a confidential environment and with sufficient time for the matter. You may bring a support person with you if you wish.

You can always use the university for support.

If you wish to bring something to our attention without actually complaining, please email your suggestion/comments to the General Manager. Throughout the year we have resident satisfaction surveys and we welcome and value your constructive comments as an opportunity for us to improve our service to you.

Confidentiality

Staff and residents at UCA are expected to treat each other with respect and confidentiality. There are however occasions when it may be necessary to contact others, such as parents, financial guarantors, or health services. This may include times when there appears to be a danger to your personal safety or wellbeing. Guarantors can also be contacted if a person is responsible for damage, setting off fire alarms and if a person is being evicted.

Damage

You will be expected to pay for the cost of cleaning, repairing or repainting your room if it has not been maintained in the condition it was in at the beginning of the year, with the exception of general wear and tear.

Any damage to common areas, which no one accepts responsibility for, will be charged to all residents within the specific area.

You are responsible for the behaviour of your guests and will be held liable for any disturbance or damage resulting from their visits. Guests can also be trespassed or banned from UCA premises. A guest is any person who is not a current resident or staff member. This includes former residents.

Disciplinary Measures

Disciplinary measures can include performing community service, confiscation of items, fines, suspension and eviction.

- Management and RAs have the authority to impose disciplinary measures.
- Management, RAs and security staff members have the authority to confiscate alcohol and to require a resident or guest to leave UC Accommodation Student Village premises immediately.
- Other staff and residents can report incidents, which may result in disciplinary action.
- You are entitled to bring a support person to any meeting with management.
- If you are evicted or suspended for any reason you will remain liable for your accommodation fees for the full year.

Drugs – Marijuana & any other illegal substances

Possession, use, and/or distribution of marijuana and other illegal substances are forbidden. Residents discovered in possession of, or using or selling such substances face eviction and police prosecution. You are responsible for what happens in your room or apartment. If

there are signs of drugs having been used in your room, you are responsible and may face eviction. Do not allow anybody to use drugs in your room or apartment.

Energy Conservation – do your bit for the environment.

Being a UCA resident is about being prepared to change the world. We can all do our bit for the environment by:

Turning lights, stereo and any electrical equipment off when you leave a room, unplugging mobile phone chargers, only using the laundry when you have a full load of washing, turning off the T.V. if you are last to leave the lounge (do not leave on standby as this still consumes substantial electricity), turning down the heater in your room rather than having your windows wide open in the middle of winter, turning off your computer and monitor when you have finished working.

Learn



Evacuation Procedures

When the fire alarms sound you and everyone else in your room or apartment must:

- Leave your room or apartment **immediately**
- If there is an earthquake take cover and evacuate once the quake has stopped.
- Leave the building **immediately** using the nearest fire exits / escape. **You must not use the lifts in an evacuation.**
- Proceed to the designated assembly area.
- Stay out of the building until you are told you may return.
- If the smoke detector in your room or apartment activates find out the cause as quickly as possible and activate the fire alarm if necessary.
- If the fire doors are found propped open or blocked the people responsible will face disciplinary action.
- You are not permitted to burn anything in your room or apartment – incense, candles, cigarettes, tobacco, matches or lighters. These items will be confiscated if found in use.
- You are not permitted to hang anything from sprinkler pipes or fittings and must keep the area around sprinklers and smoke detectors clear.
- Your electric blanket must have a safety check.

Evacuation Wardens

Evacuation Wardens in each building are appointed at the beginning of the year. There will be at least one Evacuation Warden Representative for each floor or block who will be instructed and trained on fire safety and evacuation procedures. Evacuation Warden will be appointed in the first week of your arrival.

Firearms and Weapons

Firearms or weapons of any sort are not permitted on the premises or any part of the university grounds. We are very sensitive about weapons and this is likely to lead to expulsion.

Sorry hunters, we don't have a problem with your sport but you will need to keep your weapons off-site.

Fire Alarms

If you or your guests deliberately tamper with fire equipment such as the sprinklers, heat or smoke detectors, fire signs, fire exits or fire switches which set off the fire alarm, disciplinary action will follow. If you are responsible for setting off a fire alarm you will also be liable for a charge of \$1200.00 or more to cover the cost of the Fire Department call out charge. The Fire Department may also be involved in further action.

Deliberately tampering with any fire equipment, regardless of an alarm being activated or not, will result in disciplinary action being taken.

We need to make sure everyone is safe so we will be harsh if safety is compromised.

General Safety Issues

For safety and security reasons it is not permitted to:

- Throw anything out of, or hang anything from any window.
- Throw anything from, or hang anything over the balconies.
- Climb on, up or over any external railings or balconies.
- Climb out of or into any window in any building.

A breach of any of these rules will lead to disciplinary action being taken.

Grounds

We are proud of the very spacious and well-maintained grounds and gardens and we hope you are too. UCA has invested considerable amounts of time and money in your home for this year. We view vandalism seriously. Residents doing community service for hall misdemeanours often help with the upkeep of the grounds.

Hazardous Materials

You are not permitted to use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents for painting within UCA.

Health

Let your friends or RA know if you are unable to attend meals or lectures so that we can arrange the appropriate care for you. See the 'catering' section for sick meals. Also make sure that you let the office know. It probably also helps to phone home when you're not well. It is important to seek help for any medical problem promptly as illness can spread quickly in our group living environment. The Student Health service is open 8.30am-5pm weekdays, ext 6402

Insurance

Ensure your property is stored safely & securely at all times. Remember to always lock your door. We strongly advise all students to take out Personal Insurance. Refer to rules on insurance for personal items.

Noise

UCA is a place where students come to study. Noise must be kept to a reasonable level at all times.

- Noise must not be heard outside your room or apartment, either in the

public areas or in any neighbouring room or apartment. This includes bass from stereos, which may travel through walls, floors and ceilings.

- If you want to listen to loud music, you must wear headphones.
- Loud conversation in the corridors and on balconies is particularly disruptive to residents trying to sleep or study.

Noisy Neighbours

- If your neighbour is making so much noise that you are unable to sleep or study, politely ask them to reduce the noise. If this is unsuccessful, contact the Duty RA.

Pets

Pets are not allowed at UCA. There is a cat at University Hall called Campus, there are also lots of friendly ducks and plenty of semi-tame wildlife.

Posters

'Blu-Tack' may be used to put up posters in your room. Do not use other products as they can damage your walls. Make sure you remove all marks when you leave. Any remedial work required to repair damage caused by nails, tacks, cellotape, hooks etc. will be charged to you. Hooks are not permitted to be placed on walls. You are

not permitted to repaint your room yourself. This is the job of a qualified tradesperson.

Personal Details

It is really important that you keep us up to date with all your personal details. You must have a current email address and cell phone number correctly notified to us to access the Village intranet. We will also request your University of Canterbury email address once you are residing in your room. You must also advise us of a forwarding address once you leave. These details are kept in the strictest confidence in accordance with the UCA Privacy Policy. To change any personal details, please come to the office and leave your new details with the Resident Support Officer, who will update our database.

Personal Issues

Personal issues, such as academic stress, alcohol abuse, depression and eating disorders may strain relationships in a living situation. It is both a student's right and a student's responsibility to seek help when such issues become disruptive.

If a resident is worried about a friend or if the behaviour of another resident affects the living habits of others, he or she has the right and responsibility to seek help both personally and for that other person. It may be that the resident's action

spares the individual concerned painful consequences – then or later. You may seek assistance from the Community Manager.

Personal Security

UCA has been designed with your safety in mind. While Christchurch is a friendly place, it is dynamic and like any city it is sensible to be security conscious – both at home and when you are out and about.

University of Canterbury Security provides hall and village security through a contracted company. They patrol Sonoda, University Hall and Ilam Apartments late at night and in the early hours of the morning.

The swipe card entry system at University Hall and Ilam Apartments and the magnet door entry at Sonoda ensures that only residents can gain access to buildings. Each bedroom door is fitted with a personal lock. We advise residents to always lock their bedroom door upon leaving the room. It is crucial that residents do not let people they do not know into the buildings. If someone asks to be let in, you should ask them who they wish to see and go and find that person. That person is then responsible for letting the person in, not you.

Like in any city, when travelling to and from your accommodation, especially at night, you should take simple security precautions. Stick to busy, well lit streets and try not to walk alone. Use common sense, stay away from isolated areas and always travel with someone else. If you need to cross campus at night time and are concerned about your safety call Campus Security on 6888 and they may arrange for an escort.

If your personal security is threatened in the village or hall, or on campus, you should first of all contact Campus Security on Ph: 6111 or 6888. Then you should contact the afterhours number and someone will come to assist you.

Quiet Hours

- From Sunday to Thursday quiet hours apply from 10.00pm.
- On Fridays and Saturdays quiet hours apply from 12.00 midnight.
- During quiet hours no noise should be heard at all from your room, apartment, corridor, balcony or the common areas. This policy is strictly enforced.
- During examination times quiet hours will be extended.

Resident Conduct

Residents are expected to respect all other people living and working in UCA at all times.

You must not act in an insulting or threatening manner towards any staff member or resident. Any such behaviour will lead to disciplinary action being taken. There is no acceptable excuse for insulting or threatening behaviour, including intoxication.

Racial Harassment (and actions causing racial disharmony)

UCA is committed to providing a living and working environment which is free from harassment. Harassment is unlawful and against university regulations. Harassment is unwelcome, uninvited behaviour, which can make someone feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. If the recipient perceives the harassment as such, then it is harassment. This is the view taken by the law. Racial harassment includes the use of language (written or spoken) or visual material or physical behaviour that: Expresses hostility against, or brings into contempt or ridicule, any other person on the grounds of colour, race, ethnicity or national origins of that person.

Is hurtful or offensive to that person (whether or not that is conveyed to the person complained about). Is either repeated, or of such a significant nature that it has a detrimental effect on that other person.

Causing racial disharmony includes:

- Publishing or distributing written, visual or electronic material that is threatening, abusive or insulting.
- Using words which are threatening, abusive or insulting.
- Physical behaviour, which is deemed threatening, abusive or insulting.
- This is not permitted at UCA or within the University of Canterbury community and will result in disciplinary measures.

Right of Entry

Your room will only ever be entered in your absence for the purpose of ensuring the personal safety of you or other residents, for immediate health and safety concerns, for immediate community comfort concerns, or for improving the facilities in it by making necessary repairs. If staff require access to your room we will attempt to notify you in advance. We do not permit any other person, including relatives, to access your room without your permission.

You are not permitted to enter another resident's apartment or room without that resident's expressed permission.

Residents are not permitted to obstruct any officer of the University, UCA staff, the Fire Wardens or authorised trades people in the performance of their duties.

UCA reserves the right to enter rooms without notification for maintenance, safety or pastoral care concerns and to turn down noise that affects the harmony of the Village.

Rubbish and Recycling

Residents are responsible for taking out their own rubbish to the skips provided. UCA is committed to recycling. Each floor, apartment and/or lounge has a green recycling bin for bottles, cans and plastic milk bottles. Residents are responsible for emptying the green bins (sometimes several times a week) and taking them to the collection point. All residents are responsible for emptying their green bins.

Sexual Harassment

Sexual harassment is suggestive behaviour with or without direct sexual connotations, which another person considers offensive or unwanted.

Any form of sexual harassment of residents or staff is a serious offence and will result in disciplinary measures being taken. UCA has a formal procedure in place for investigating any allegations of sexual harassment.

Security Staff

Outside Security staff will be employed to from time to time as required, and will be identifiable by wearing a uniform and/or name badge. They are all UC Security staff and have the authority to act on behalf of the University. We also have support officers that operate at night. They are primarily concerned with ensuring the good running of the community and resident pastoral care.

grow



management reserves the right...

Discipline at UCA

1. UCA is operated under the conditions in the UC Accommodation Student Village Rules and Regulations Handbook and the UC Statute on Conduct.

Within the UC Accommodation Student Village our rules will take precedence. Any change in the rules contained in this booklet, or other rules that we may introduce, will be notified in writing on noticeboards.

Where a student's conduct outside the village is in question, UC may take independent action. If the management of UC Accommodation Student Village believe on reasonable grounds that a person has committed or is committing a breach of the Statute, or of any rules governing behaviour in the village, and action is required to ensure that peace and good order is maintained, management may instruct the person to cease the misconduct and/or vacate the area where the misconduct has occurred.

Management may in addition, or instead, at that time or later impose any of the following:

Where the person is not a residence of the village ban the person from the premises for any specified period.

Where the person is a resident of the village:

- Give the person an oral or written warning.
- Order the payment of compensation for any loss or damage caused by or arising from the misconduct.
- Assign a particular community service project within the village.
- Exclude the person from any particular area of, or particular social activities in the village.
- Exclude the person from UC Accommodation Student Village for any specified period that s/he thinks fit.

- Give the person not less than 24 hours' notice of eviction from UC Accommodation Student Village, unless the person is considered to pose an immediate danger to village staff, residents or property. If it is deemed necessary to ban the person from the premises within 24 hours, UC Accommodation Student Village will arrange and pay for alternative accommodation for one night.
2. A decision of management shall take effect as soon as the person is advised of it.
 3. When the decision to evict is made for discipline reasons, management shall within two working days of making the decision, advise the UC Director of Student Services and the UC Manager of Accommodation Services of the decision and provide The Director, the Manager and the person being evicted in writing the reasons for it.

4. Resident means any person who for the time being resides in UC Accommodation Student Village with the permission of the village management.
5. Misconduct is any breach of the rules of UC Accommodation Student Village or the University's Statute on Conduct.
6. Any resident who is concerned about any disciplinary action of any of the administrative staff at UC Accommodation Student Village should attempt to seek resolution through negotiation with the person concerned. Residents are invited to enlist the assistance of support people throughout these proceedings. Further options (including the right of appeal) are spelled out in the Statute of Conduct.
7. Sanctions

The Village may impose the following sanctions for non payment or late payment of the fees and for breaches of the UC Accommodation Student Village Rules and Regulations.

 - Oral written warning for breaches of the Rules and Regulations.
 - Community Service within the village for breaches of Rules and Regulations.
 - Suspension from the village for a particular period for serious breaches of the Rules and Regulations.
 - Expulsion from the village at a specified date of departure with no refund of monies for serious breaches of the Rules and Regulations.
- Refund the contingency fee less any monies owed, including the cost of damages attributed to the Resident during their residency and an appropriate share of the collective costs due to damages that cannot be attributed to any individual resident.
- There may be a charge for late payment of fees.
- Recover the cost of compensation for any loss or damage caused by misconduct.

