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Your guide to
residential life at
UC Accommodation
Student Village.

resident handbook



uc accommodation
student village



welcome

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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 'D Hall', with a horizontal line underneath.

Darel Hall

Village Director

your community: the village

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

Your village people



Darel Hall

Village Director

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 – mostly in Wellington. He is a director of the National Centre for Tertiary Teaching Excellence, a former management tutor for 3 years, and has coached karate for 20 years.



Warren Lees

Community Manager

t. (03) 364 2772

e. warren.lees@canterbury.ac.nz

Warren is the Community Manager and 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.



Adele Brown

Deputy Community Manager

t. (03) 364 2656

e. adele.brown@canterbury.ac.nz

Adele is the Deputy Community Manager and grew up in Christchurch before heading overseas. While overseas she worked in both hospitality and HR for several years. She is now enjoying being home and working with the team and residents at UC Accommodation Student Village.

Resident Support Officers



Annette van Oosten

t. (03) 343 7799
e. annette.vanoosten@canterbury.ac.nz



Joanna Cross

t. (03) 364 2720
e. joanna.cross@canterbury.ac.nz



Kelly Fay

t. (03) 364 2656
e. kelly.fay@canterbury.ac.nz

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.

Liz McKay

Accommodation Manager

t. (03) 364 3493
e. liz.mckay@canterbury.ac.nz
or enquiries@clv.canterbury.ac.nz

Liz and her team handle the application process and are responsible for sending out invoices to residents.

If you have any questions regarding your application or any payments, please do not hesitate to contact us.

Yvonne Flynn

House Manager

t. 02 7599 9036
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.

Jerry Doublett

Maintenance Supervisor

t. ext 54999
e. jerome.doublett@canterbury.ac.nz

If its 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.

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. In 1999 construction was started on a further 32 flats to meet the demand from students requiring self catered accommodation.

In 2007 a further 510 rooms in different types of apartment size were completed bringing our total village number to 849. The three groups of buildings are 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.

University hall

The original part of University Hall, which housed 250 residents, was built in 1972 and used as part of the Athletes Village for the 1974 Commonwealth Games. In 1998 the Kate Sheppard and Rolleston blocks

were constructed to meet the demand for catered accommodation at the University and added 140 rooms to the Hall. In 2000 the stage three apartments were added providing another 96 rooms which includes four family flats. The refurbishment programme in the original buildings of University Hall was completed in February 2007 and now has 555 rooms for mainly 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.

As a result of this exceptional relationship, the present Sonoda Christchurch 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 modern, low-rise, garden-set complex. The eight buildings are 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.

Continued overleaf

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 9pm 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.

Residential Fee	Fee 2010
A Rate - Fully catered University Hall (Kate Shepherd, Rolleston, apartment rooms)	\$12,120
B Rate - Fully catered University Hall (Ngata, Connon, Alpers & Small Rolleston rooms)	\$11,080
Twin share - Fully catered University Hall (Ngata, Alpers)	\$8,200
Ilam Apartments - Hinau (3-5 bedroom) - Self catered	\$7,644
Ilam Apartments - Hinau (2 bedrooms) - Self catered	\$9,786
Ilam Apartments - Kowhai (6 bedrooms) - Self catered	\$7,644
Ilam Apartments - Manuka (6 bedrooms) - Self catered	\$7,392
Sonoda 5 bedroom room - Semi catered	\$10,000
Administration Fee (non refundable)	\$200.00
Residential Services Fee (compulsory)	\$150.00
Car Parking (Opt)	\$90.00
Bedding Pack (Opt)	\$80.00

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.

Key Services

Bikes

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

Bike thefts do occur in Christchurch. If you have a bicycle then you need to use a heavy-duty lock that is very hard to cut such as a “U-Bolt”. If your bike has flip lock wheels then you must consider securing these and taking flip lock seats with you.

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 the Village, 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 the Hinoki Dining Room – one of the buildings onsite at Sonoda.

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

For residents in Ilam Apartments Meal Plans are available ask at the office for details.

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

There are different cleaning regimes depending on whether you live in a catered or self catered area. For University Hall, which is a catered residence, the cleaners are 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 a clean and tidy condition.

For residents in semi and self catered apartments (primarily at 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 of Ilam Apartments and Sonoda, 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

If you have any questions about Ilam Apartments, University Hall, Sonoda, University or Christchurch ask any of our staff who will be happy to help you.

The RA's and the RSO's are the key people to talk to.

Also check the notice boards on a daily basis, read the newsletters, notices and facebook announcements.

Energy conservation – do your bit for the environment

Being a UC student 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 TV 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.

Grounds

We are proud of the very spacious and well-maintained grounds and gardens. UC Accommodation has invested considerable amounts of time and money in your home for this year. We appreciate your assistance in maintaining these surroundings in the best possible condition. We view vandalism seriously. Residents doing community service for hall misdemeanours often help with the upkeep of the grounds.

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.

No guest may stay on a regular basis.

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.

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.

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 apartment is in jeopardy. Replacement costs for these are:

Swipe Card: \$50.00

Magnet: \$50.00

Key: \$50.00

If you find a 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.

University hall

There is a centralised laundry behind the library. It has a number of washing machines and dryers. There are also smaller laundries in the Rolleston and Kate Sheppard buildings and the self catered blocks. The machines are coin operated.

The main Laundry is swipe card accessible 24 hours a day to all Hall residents.

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

Each building has a washing machine, dryer, iron and ironing board 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 UC Accommodation Student Village.

All mail received via ordinary New Zealand 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

How to lodge a maintenance request

There is a computerised system that will enable residents to report all maintenance issues over the intranet via "fix it" requests.

If you have difficulty with doing this, come to the office and we will log your maintenance request for you. The Maintenance Supervisor will attend to your request as soon as is practicable.

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 Advisor at Ilam Apartments on ext 52999, University Hall on ext 6669 or Sonoda on ext 44239. They will assess the situation and provide assistance.

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.

Breakages and Damage

You are responsible for any breakages that occur as a result of your, 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 kelly.fay@canterbury.ac.nz

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

Sonoda Christchurch Campus

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

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

University Hall

t. ext. 6720
e joanna.cross@canterbury.ac.nz

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

Office Hours are posted, but generally they are:

Monday – Friday

8.30am – 4.30pm

The office is closed between 10.00am and 11.00am every day.

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 does not operate on the weekends but RAs can occasionally be sweet talked to get parcels.

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

UC Accommodation Student Village has a good supply of car parking for residents. The current cost is \$90 p.a. or \$55 per semester and residents need to buy and display a sticker from the 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. Do not park in any Reserved or Disabled Parking spaces.

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, cello tape, 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.

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. Lounges which

don't meet hall standards can be locked, for residents to clean later. Furniture should not be removed from the lounges.

Sports gear, DVD's and board games can be loaned through the office or the RAs. Sometimes there is a deposit required to ensure return of equipment.

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 where there is also a drum kit available.

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

Rules in the buildings

- No roller skates / blades, bikes or skateboards may be used in the buildings
- No ball or frisbee games are to be played in the buildings
- Balls, skateboards etc. must be carried when entering or leaving the buildings.

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 are bounteous.

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, 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, UC Accommodation Student Village staff, the Fire Wardens or authorised trades people in the performance of their duties.

UC Accommodation Student Village staff reserve 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.

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.

UC Accommodation provide in all rooms: 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 \$80.00 per pack. A linen pack contains a duvet inner, duvet cover, pillow, pillow cover and sheet set.

Rubbish and recycling

Residents are responsible for taking out their own rubbish to the skips provided. CLV 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.

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 know us well.

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 the UC Accommodation Student Village 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:

- Phone Messages (or Voicemail)
- Residents will receive messages on the phone. You will need to know the password numbers to be able to listen to the message.

The phone number for someone calling you from outside the University and village is 341 1500 followed by your extension number.

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.

Academic assistance

If you require tutorial assistance please contact the Deputy Community Manager who will discuss the options available to you. We offer exam focused tutorials, organise study groups and connect you to learning support at the University.

Computer rooms

The Computer Rooms are open 24 hours a day, seven days a week and are accessible by swipe card to all Village 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.

Internet access

Every room within the UC Accommodation Student Village is cabled for access to the UC network system. You need to apply on line, when you arrive, to get the connection activated onto the Internet. The Internet is provided through an external contractor that provides the service at excellent rates. You sign up, choose the package that suits you and pay directly to the service provider. However it is not necessary to have your

own computer as there are computer rooms in each area.

Accidents

Your RA team are able to assist with basic first aid. 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.

Complaints

We are committed to providing a pleasant and comfortable place to live and to ensuring that 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 Village Director who will follow up your complaint.

You can also present a complaint in writing to the Village Director.

If you have a significant complaint please ensure that you make an appointment with the Village Director 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 Village Director. 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 UC Accommodation Student Village 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.

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.

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 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 UC Accommodation Student Village 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 either the Community or Deputy Community Manager.

Personal security

UC Accommodation 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 after hours number and someone will come to assist you.

Racial harassment and actions causing racial disharmony

UC Accommodation Student Village 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 affect 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 UC Accommodation Student Village or within the University of Canterbury community and will result in disciplinary measures.

Residential advisors

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

RA's 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.

RA's are senior students appointed as part of the UC Accommodation Student Village team to help with student welfare, including: homesickness, flatmate problems, study queries and helping to maintain reasonable standards of discipline and behaviour in the UC Accommodation Student Village 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 will be displayed in various areas of the village.

Residents' association

In 2010 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 Village operations.

Room Checks

UC Accommodation staff will check your room for hygiene and maintenance purposes. Every attempt will be made to give you notice prior to inspections. It is preferable that you are present, but we do reserve the right to check in your absence.

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. UC Accommodation Student Village has a formal procedure in place for investigating any allegations of sexual harassment.

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.

Absence

If you planning a trip away from the village 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. Consumption of alcohol within your apartment or room is allowed, provided that use is not excessive and noise and damage are not a problem.

Our policy is:

- Kegs, crates, beer bongs or any paraphernalia associated with drinking games and home brewing equipment are not permitted on the premises.
- No alcohol can be consumed in public areas. Open drinks in public areas (eg Hallways, shared areas, foyers, stairwells, lifts etc.) will be confiscated and discarded.
- We will require you or your guests to leave if your behaviour is unacceptable.
- If excessive noise can be heard at any time outside your room and alcohol is involved, your gathering will be closed down.
- Excessive volumes of alcohol will be confiscated. Excessive alcohol will be defined at the discretion of the management.
- Intoxicated guests will be required to leave UC Accommodation Student Village premises.
- From time to time total alcohol bans will be implemented. This usually operates in conjunction with exam periods.

Disciplinary measures may be actioned as a consequence of breaking these rules.

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.

Assault/violence

Assault on a fellow resident or member of staff will not be tolerated and disciplinary measures will be taken.

Noise

UC Accommodation Student Village 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.

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.

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.

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 UC Accommodation Student Village premises. A guest is any person who is not a current resident or staff member. This includes former residents.

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.

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 to 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.

Fire evacuation procedures

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

- Leave your room or apartment immediately
- 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.

Fire wardens

Fire Wardens in each building are appointed at the beginning of the year. There will be at least one Fire Warden Representative for each floor or block who will be instructed and trained on fire safety and evacuation procedures. If you would like to be a Fire Warden please contact the Community Manager in the first week of your arrival.

Hazardous materials

You are not permitted to use hazardous substances such as resin, fireworks, chemicals, spray paints, spray glue, or flammable solvents for painting within UC Accommodation Student Village.

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.

Resident conduct

Residents are expected to respect all other people living and working in UC Accommodation Student Village 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.

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.

Pets

Pets are not allowed at UC Accommodation Student Village.

Smoking

Smoking of any substance is prohibited in all UC Accommodation Student Village buildings. Violation of this policy may, at the discretion of Village management, result in disciplinary action, including a fine and exclusions.

The University of Canterbury also has a smoking policy that applies.

Management Reserves the Right...

Discipline at UC Accommodation

1. UC Accommodation Student Village 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:

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

UC Accommodation Student Village

The fine print

Subject to the terms of the Residential Agreement and any applicable legislative provisions, the Rules of the Village (“the Rules”) are as follows:

Introduction

The Rules are a supplement to the Residential Agreement which all residents sign when they take up residence in the Village. The Rules provide guidance and information about the standards and procedures which residents of the Village are expected to meet and comply with during their residence in the Village. Throughout the year updates of the Rules and information

about residency in the Village will be distributed to residents by emails and flyers.

Any failure by residents to comply with these Rules and any update or variation of them which is notified by Village management will constitute a failure to comply with the provisions of the Residential Agreement and may lead to disciplinary action including termination of a resident's right to reside in the Village.

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

The Village

Aesthetic appearance

The Village is part of both the University and the local community. You are required to maintain your room in a neat and clean state of condition/appearance. If applicable, you must in conjunction with other residents ensure that Apartment Common Areas are maintained to the same standard.

Do not place foil, cardboard or other unsightly material or objects in or on any windows in the Village or alter any window coverings in the Village.

Keep balconies, decks and patios neat and orderly at all times and clear of personal belongings.

Furniture designed for indoor use is not permitted outside (including on any balcony, deck or patio).

If in the opinion of Village management any item adversely affects the appearance of the Village, the resident concerned will be asked to remove it. If you are asked by Village management to remove any item you must do so within the timeframe set by Village management.

Bikes

Bicycles are to be secured only to the bicycle racks located throughout the Village or in bike sheds provided. They are not to be secured to other objects such as benches, light posts, trees, handrails or disabled access ramps. They are not to be placed in hallways or allowed to impede a means of access. Bicycles that are secured to anything other than bicycle racks, impede access or in any way present a safety hazard will be confiscated by Village management and a fee will be charged for their return.

Bicycles are not permitted inside rooms or apartments.

Bicycle storage is not available during the Summer Period once you have vacated your room. Details of self-store facilities located close to the Village are available on the website.

The Village is not responsible for the security of or any damage sustained to any bicycle which is left in the bicycle racks or anywhere else in the Village. It is strongly recommended that U-bolt locking devices are used for securing bicycles throughout the Village.

Car parking and motorbikes

The Village has limited parking spaces available and may not be able to provide parking facilities to all residents of the Village.

A resident must have a valid University campus parking sticker and a Village parking sticker to be able to park within the Village.

Residents may apply to the Village administration office for a Village parking sticker when applying for a University campus parking sticker. Residents must prove that they are a resident of the Village. If Village management grants a resident the right

to park within the Village, the University campus parking sticker they will be issued will have a special notation on it, allowing the resident's vehicle to be parked within the Village.

Any vehicles that do not display a current and paid up Village parking sticker or which are not parked in the bays provided may be fined, clamped or towed away.

Several visitor parking spaces are available within the Village and are clearly displayed as such. Visitor parking spaces must be left clear for visitors. Authority must be sought from the Village administration office to park in a visitor parking space. Visitors who park in non-visitor areas or in a visitor parking space without approval will be fined.

Several disabled parking spaces are also available and these spaces are strictly for residents with disabilities, who display a Mobility Parking Permit. Vehicles parked in a disabled parking space not displaying such permit may be fined, clamped or towed away.

The Village is not liable for any damage to and/or theft of any vehicle or property left within the vehicle whilst the vehicle is parked in the Village.

Chalking

"Chalking", a popular means of promoting events in the University, is prohibited in the Village.

Any chalking on Village roads, footpaths, parking areas or buildings will be removed immediately by Village management and the persons responsible for such actions will be charged for the cleaning.

Damage or loss

Proper care must be taken of all Village property. Removal of any Village property from its designated location will be reported to the police. The person responsible will be charged replacement costs and an administration fee of 20% of the replacement cost for each item taken. When responsibility cannot be attributed to a specific person, Village management reserves the right to divide the replacement or repair cost and an administration fee between all residents of the Village.

Residents are responsible for all damage to or loss of Village property in their assigned Room and Apartment. If the damaged or lost item was located in a Room then the resident of that Room will be held responsible and billed. If the damaged or lost item was located within an Apartment then all residents who reside in the Apartment will be held responsible and billed an equal share unless responsibility can be attributed to a specific person. In addition, persons deemed responsible by Village management may be subject to disciplinary action

Residents are also responsible for the conduct of their guests and any misconduct, injury to any person or property damage, which their guests cause.

Flyers

Flyers and posters may be posted only after they have been approved by Village management and then only at approved locations or on bulletin boards throughout the Village. Any materials posted anywhere else will be removed and cleaning charges will be billed to the responsible individuals.

Grounds and gardens

An extensive landscaping plan has been implemented for the Village and the grounds are maintained by Village management. If you notice areas in need of attention, please let the Village administration office know. Please help in keeping the Village free of litter. Residents must not remove, damage, cut or break any foliage off plants or trees.

Hazardous material

Hazardous materials including automotive or industrial batteries, chemicals, charcoal fluid, propane, fuelled camping lanterns, kerosene, and corrosive materials like acid and explosives, must not be used or stored in or around the Village because of the safety risk to you and other occupants of the Village. If a material is deemed hazardous, Village management will arrange for its removal with the cost of arranging such removal to be charged to the owner of the material.

Do not pour motor oil or any other hazardous material on the ground or down any drain. Motor oil is a hazardous waste material and cannot legally be recycled or discarded at the Village.

Pest control

Any infestations that are found to have been introduced by a resident(s) will result in charges being levied for the costs of the eradication of the pests. Good housekeeping is very important. Please ensure that food is not left out or uncovered. It is unhealthy and attracts ants and other pests.

The Village employs a pest control company to carry out routine treatments. This company will only use chemicals that are permitted by law and which comply with Australian/NZ Standards as applicable.

Prior to any residential area of the Village being treated, 48 hours notice will be given to residents.

Pets

No pets may be kept in the Village. Additionally, residents are not permitted to bring animals into any building of the Village. This Rule does not apply to the extent that it restricts the keeping of a guide or hearing dog.

Roofs

The roofs of buildings in the Village are not constructed for pedestrian traffic. Residents must not go onto the roof of any

buildings in the Village for both their own safety and to avoid damage. Resident(s) are responsible for and will be billed for any damage they cause to the roofs as a result of a breach of this Rule.

Rubbish disposal & recycling

Residents are responsible for the frequent removal of all rubbish from their rooms and apartments. Multiple rubbish bins are available for you to throw away your rubbish. Residents are responsible for ensuring rubbish is placed in the appropriate rubbish and recycling bins.

In the interest of hygiene and aesthetics please do not place rubbish adjacent to or on top of rubbish bins. There are ample bins within the Village to cope with the garbage from all residents. Residents should not leave rubbish outside their rooms or apartments.

Any resident found not complying with these procedures will be fined at the discretion of Village management.

Running a business from the Village

Residents are not permitted to conduct a business of any description from their Room, Apartment or any other part of the Village.

Village greens/courtyards

The Village greens/courtyards are for the use and enjoyment of all residents of the Village. Ball games such as rugby, soccer and cricket can be disturbing to other residents. Residents taking part in these types of games must consider the rights and need of other residents. If a resident is directed to cease playing these types of games by the Duty RA or Village management they are to do so immediately.

Wheelchair access

Wheelchair ramps, curb cuts, and building entry ways must remain clear at all times to allow residents and others who use wheelchairs free access to their Rooms/Apartments and other areas of the Village. Items blocking wheelchair access will be impounded and a fee charged to retrieve them.

Your apartment / room

Apartment/Room Condition Form

When moving into a Room/Apartment, a resident is expected to carefully inspect the Room/Apartment. Within 24 hours of moving in any damaged or missing items must be reported to Village management by returning the Room condition form the resident is given on arrival. This form includes a full list of all items that should be in the Room/Apartment. Village management will follow up on all reported problems and take corrective action as appropriate.

If a resident fails to advise Village management of any problem(s) within 24 hours of moving in, the resident will be taken to have been satisfied with the condition of the Room/Apartment and confirmed that the Room/Apartment was in a good and undamaged condition at the Commencement Date. Upon vacating a Room/Apartment, a resident will be billed for any missing or damaged items and for damage to the Room/Apartment not reported to Village management within 24 hours of moving into the Room/Apartment.

Carpet damage

Damage to carpet in a Room will be billed to the resident. Damage to carpet in an Apartment Common Area or in the common area of a Hall will be charged equally between Apartment and Hall residents respectively.

Village management will attempt to have soiled carpet cleaned at the expense of the resident(s) of a Room/Apartment. In the event that a stain cannot be removed, the carpet will be replaced at the expense of the resident(s).

Upon vacating a Room/Apartment all carpet must be in the same condition as it was in on occupation, taking into consideration general wear and tear. The cost of returning the carpet in a Room/Apartment to this condition, including the cost of having the carpet steam cleaned, will be charged against the resident(s)' Deposit.

Cleaning

Village management will arrange:

- Sweeping, vacuuming and mopping of the external and internal common areas of the Village (eg laundry, administration & resource centre etc);
- Maintenance of the Village grounds and gardens;
- For flyers posted in non-designated areas to be taken down;
- For external garbage bins to be regularly emptied; and
- For cleaning external surface of buildings in the Village to be cleaned.

All residents are expected to:

- Clean and vacuum their Room on a regular basis;
- Maintain their Room in a hygienic manner; and
- Clean internal windows and walls in their Room.

Residents who live in Apartments are also expected to:

- Participate equally with other residents in keeping the Apartment Common Areas clean;
- Clean all appliances and surfaces within an Apartment;
- Clean the internal areas of the cook top, range hood, oven and refrigerator equipment; and
- Remove rubbish from the Apartment regularly.

Residents must supply their own cleaning materials and equipment in the Village.

Residents can arrange for their Room/Apartment to be cleaned professionally on a weekly or monthly basis for a fee. Details of fees associated with these services are available from the Village administration office.

Where it is brought to the attention of Village management that a Room/Apartment is not being cleaned or is unhygienic, the resident(s) of that Room/Apartment will be requested to thoroughly clean the Room/Apartment. If following such notification the Room/Apartment is not promptly cleaned to comply with basic cleanliness and health standards, Village management may arrange for the Room/Apartment to be cleaned at the expense of the Room/Apartment resident(s).

Cooking

Cooking is only permitted in kitchens in Apartments and Halls.

Cooking equipment such as hot plates, rice cookers, electric woks and fry pans are not permitted in Rooms.

Barbeque grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the Village or outside on balconies, patios or decks.

Damages charges

Recipients of a bill for damage have 7 calendar days after the date of issue of the invoice by Village management in which to pay or request a review of the invoiced claim. If you have received an invoice for damaged or lost Village property, please take care of it immediately. Any invoiced claim not challenged within 7 calendar days of issue is no longer subject to review.

Standard charges for replacement of damaged furniture and fittings in a Room/Apartment are available from the Village administration office. It is impossible to price all items or maintenance services in the Village, as they are generally dependant on the damage caused. All repair work is carried out on a Do and Charge basis and will be invoiced at a rate equal to the actual charge from the supplier or contractor to the Village plus an administration fee equivalent to 20% of that cost.

Decorating rooms and apartments

Murals are not permitted to be painted on any surface in the Village.

Most adhesives will remove paint. Please do not fix sticky stars or other adhesive decorations to the ceiling or elsewhere in your Room/Apartment and do not use tape of any nature. The use of nails or screws will damage the walls and the paint. If any holes are left in the walls and require patching you will be charged not only for fixing the holes but also for painting the entire wall.

Notwithstanding posters can be used to decorate Rooms and Apartments, please ensure that they are only affixed to walls using blutak or a similar non-marking re-usable adhesive.

Disabled access

A number of the Rooms, Apartments and buildings within the Village have been fitted with facilities to assist persons with disabilities. Interfering with or blocking these facilities in any way is considered misconduct and will result in disciplinary action which may include termination of a resident's Residential Agreement and their right to reside in the Village.

Dishware

Residents are required to provide their own dishware in most villages. If your Room/Apartment is supplied with pots, pans, crockery and cutlery, it is the responsibility of each resident that the amount of inventory stated at the start of the year is maintained and present upon departure. Any concerns or requests to replace the pots, pans, crockery or cutlery should be submitted to the Village administration office for consideration.

If the Village is a catered facility, dishes and other items must not be removed from the Village or University catering outlets. This equipment belongs to the operator of these facilities and removal of their equipment, dishware and other items constitutes theft and will be prosecuted accordingly.

Early release of contract

If a resident wishes to break their Residential Agreement (your contract with UC Accommodation Student Village) and leave before the designated End of Contract date (normally written as: 24 hours after your last University commitment), you must advise the Resident Support Officer at the Administration Office who will give you the appropriate form to complete and will arrange for an appointment with the Community Manager for you.

Residents who have a valid and acceptable reason for an Early Release of Contract will be permitted to leave under the following conditions:

- All known outstanding charges up to the date of release must be paid in full at the time of application for release of contract;
- The resident forfeits their \$500 Contingency Fee;
- Forfeiture of any discounts that have been offered and applied against your account
- At the discretion of the Community Manager an additional charge equivalent to your current weekly room rate may be charged up to a maximum of 4 weeks, plus any later outstanding charges. These must be paid before departure.

Failure to fully pay on departure will result in the debt being passed on immediately to a Debt Collection Agency.

If your reason for wishing to have a release of Contract is not acceptable to the Community Manager the following will apply:

- All known outstanding charges up to the date of release must be paid in full at the time of application for release of contract;
- The resident forfeits their \$500 Contingency Fee;
- Forfeiture of any discounts that have been offered and applied against your account;
- plus an additional payment of a sum equivalent to a minimum of four weeks of your current room fee, plus any outstanding fees.
- UC Accommodation reserves the right to charge on any other costs incurred by and directly related to any consequence of your early vacation of the Room up to and including full payment for all terms of this agreement.
- These must be paid before departure.
- Failure to fully pay on departure will result in the debt being passed on immediately to a Debt Collection Agency.

An acceptable reason would be leaving University and stopping all studies to return home. An unacceptable reason would be to move into a flat with your friends.

The resident can appeal a decision related to penalty payments for Early Release of Contract to the Village Director whose decision is final and binding.

Electrical equipment in rooms

To prevent overloading electrical circuits and to conserve energy, please limit electrical equipment in Rooms to such items as computers, study lamps, clocks, electric blankets, small stereos, coffee makers, personal vanity items and other small appliances. These items must be maintained in good and clean operating condition. Appliances with open heating elements such as hot plates and electric heaters are prohibited in rooms and apartments unless provided by Village management.

Electrical safety reminders

Residents must comply with the following fire and safety policies which are intended to prevent injuries in the Village and to ensure compliance with health and safety regulations:

- Never modify a plug by bending or removing prongs;
- If plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the Village administration office for assistance;
- Extension cords should only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker. If you discover any faulty electrical equipment, please report this to the Village administration office;

- Do not “daisy chain” extension cords and/or power strips;
- Large appliances are not permitted in Rooms
- Promptly replace frayed or damaged cords.

Fix-it requests & repairs

The Village has a substantial asset management and maintenance schedule, which is continually being implemented, to ensure that the Village is maintained in an excellent condition.

All maintenance in the Village is carried out by suitably qualified tradesperson who will be identifiable by Village ID cards.

All requests for repairs or replacements in your Room/ Apartment can be submitted via a “fix-it request” via the Website. Requests are processed Monday to Friday by the Village administration office. Residents should report any problem which they believe constitutes a safety or security risk to the Village administration office.

Depending on the nature of the problem, Village management do their best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of contractors and parts required for repairs.

Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item in the Village nor are they permitted to contract with any third party for such repairs.

The cost of any repair or replacement in the Village which is necessitated because of a deliberate act or the negligence of a resident(s) will be charged to that resident(s).

Furniture

Furniture in a Room/Apartment is to remain in that Room/ Apartment. It is not to be moved to another Room/Apartment, even on a temporary basis. Furniture is to remain inside Rooms/ Apartments unless it has been nominated for outdoor use.

Heating

In the interests of safety, heaters with an exposed element & small fan heaters are prohibited within the Village.

If heaters are not supplied in your Room/Apartment, it is recommended that residents only use enclosed column heaters.

Please use common sense when using the heaters. Do not leave heaters on when you leave your Room/Apartment. Do not place any items of clothing or any other article over or close to a heater.

Indoor plants

Indoor plants are permitted in Rooms and Apartments, but residents are reminded to be mindful of the needs of co-residents.

Residents must not water plants in the showers or sinks as this can create plumbing problems. All indoor plants must be placed on trays or other receptacles to avoid staining carpets.

Inspections and building condition issues

Subject to complying with the notice provisions, Village management reserves the right to enter any room /apartment:

- in the case of an emergency;
- at any time between semesters;
- for the purpose of inspection, maintenance or repair; or
- if requested to do so by a resident.

Residents must not change any lock or place any additional locks on any door to their Room or any other doors within their Apartment.

Inspections of rooms/apartments are undertaken to identify maintenance needs, ensure that health, safety and cleanliness standards are being maintained and enable planning for renovation or refurbishment projects. Repeated failure to pass the cleaning inspections will result in charges to residents for professional cleaners to return the room and/or apartment to Village standards.

Prior to vacating a Room/Apartment, residents may request a pre-inspection of a room/apartment by contacting the Village administration office.

Keys/swipe cards

Residents will be issued with keys and/or Swipe Cards, which enable access to their room/apartment and to Village common areas.

Swipe Cards that are lost must be reported to the Village administration office immediately and with appropriate identification, a resident will be issued with a new Swipe Card™ at a cost of \$50. If your Swipe Card is faulty please return it to the Village administration office and it will be replaced at no charge. If your Swipe Card is damaged please return it to the Village administration office and you will be issued with a new Swipe Card at a cost of \$50.

Residents are responsible for the keys issued to them. If a key is lost, report it immediately to the Village administration office and another key will be issued at a cost the amount of which will be dependant on whether the lock itself has to be replaced. The keys alone are \$50 per replacement.

Keys must not be duplicated and only Village management or a duly appointed locksmith can alter or repair a lock.

If you have lost your key and/or Swipe Card, locked yourself out of your room/apartment or if you

have damaged the lock to your room/apartment, you will need to verify your identity at the Village administration office prior to the issue of a new key and/or Swipe Card or access being granted to your Room/Apartment.

If you are locked out of your Room/Apartment after hours contact the duty Resident Advisor. The duty RA has a master key with which to open your Apartment/Room door. On the first occasion you will be charged \$25 to open your Apartment/Room door. (This money is donated in full to a charity nominated by the Village.)

Village management strongly recommends that Residents keep their Room door locked when you are not in their room/apartment.

Kitchens

Residents must clean the kitchen appliances in the Village after each use.

If a Resident becomes aware that a kitchen appliance requires maintenance, they should advise Village management via the "fix it request" on the Website.

The cost of repairing or replacing damaged appliances and an administration fee of 20% of that cost will be charged to the person responsible for the damage or to all residents of an apartment/building if the person responsible cannot be identified. Faulty appliances will be repaired at no charge.

Lighting

Any light fixture provided by a resident in addition to existing lighting must not exceed 100 watts per fixture.

Residents are not permitted to repair or replace permanent light fixtures in their room/apartments under any circumstances.

As a matter of safety we ask residents not to change light globes themselves, but to report blown globes via a "fix-it request" on the Website.

Maintenance emergencies

If there is an emergency situation after office hours, such as a flood, a shower that won't turn off, a Room door that won't lock etc please call the Duty RA and ask for assistance on the number listed in the Village handbook. All other requests for maintenance/repair must be submitted by a "fix-it request" on the Website.

If you submit a "fix-it request", you are deemed to have given Village management permission to immediately enter your Room/Apartment to carry out the requested maintenance/repair. Any questions or concerns about after hours emergency response should be directed to the Village administration office.

Management access to rooms

By signing a Residential Agreement, residents agree to give access to rooms/apartments on the following basis:

Purpose of Entry	Minimum Notice which must be given to you
In an emergency or for urgent repairs	Without notice
To carry out repairs and maintenance which you have requested	Without notice
To carry out general repairs and maintenance	48 hours
To inspect the Room/ Apartment	48 hours
To show the Room/Apartment to prospective residents	48 hours, but the Room/ Apartment can during the last 14 days of your occupancy be shown a reasonable number of times after such notice has been given
If Village management has reason to believe that you have abandoned the Room	Without notice
If Village management suspects that a person other than you is residing in the Room or the Apartment Common Areas	Without notice
If Village Management has reason to believe that there has been a serious breach of a rule	Without notice

Staff will check rooms for hygiene and maintenance purposes and every attempt will be made to give notice prior to these inspections. It is preferable that you are present but management reserves the right to check in your absence. We also reserve the right to enter your room to turn down loud music or for maintenance and safety concerns.

Modifications to buildings and rooms

Modifications to rooms, apartments or any other part of the Village such as installing shelves or hooks, adding new light fittings, changing light fittings, painting or repainting, or altering permanent fixtures are not permitted without the prior written approval of Village management.

Modifications undertaken without prior written approval will be removed and/or repaired at the resident's expense and the resident will be subject to disciplinary action at Village management's discretion.

Moving out procedures

Two calendar months prior to the end of the academic year all residents will be requested to confirm the date they will be vacating their Room/Apartment ("the vacation date") which must be prior to or on the Termination Date.

Residents must comply with the following procedures and requirements whilst moving out of their Room/Apartment in addition to any other reasonable requirements posted by Village management:

1. Residents who have nominated their intention to make their room available for summer rental during the Summer Period will be expected to leave on the agreed vacation date;
2. All other residents will be assumed to be vacating their room/apartment on the Termination Date unless the resident advises Village management otherwise;
3. Prior to vacating a room/apartment all fees and charges payable by the resident under the Residential Agreement must be paid in full, or arrangements satisfactory to Village Management made for their payment;
4. If a pre-inspection of a room/apartment is required they must be arranged with Village management 14 days prior to the vacation date;
5. Subject to prior arrangement, Village staff will inspect rooms/apartments within 14 days of the vacation date and before the rooms/apartments are reoccupied;
6. Upon vacating a room/apartment it must be left in the same state of cleanliness and repair as it was in on the first day of occupation by the resident considering fair wear and tear and taking into account any notice the resident submitted to Village management.
7. All furniture and fittings within the room/apartment must be left in the appropriate rooms and if any are damaged or missing they will be charged for in accordance with these Rules; and
8. All personal belongings must be removed from rooms/apartments by 10:00am on the vacation date.

Utilities

Village management monitors utility usage throughout the Village on a continual basis, and maintains practices in an attempt to keep utility charges to an absolute minimum. In order to ensure that utility charges remain low Village management requests that residents keep their utility use to a minimum.

Subject to the Residential Agreement, Village management reserves the right to review the utility charges throughout the year, if we find that usage increases considerably.

Vacuuuming

Vacuum cleaners are either provided in all of Rooms/ Apartments for use by residents or are available for loan from the Village administration office. If a resident has borrowed a vacuum cleaner from the Village administration office and does not return it within the applicable loan period then a late return fee will apply.

Vacuum cleaners must be checked regularly by residents and emptied after each use.

If a resident notices that a vacuum cleaner is in need of repair they must advise the Village administration office by submitting a "fix-it request".

Any resident found to be abusing or deliberately misusing a vacuum cleaner will be charged for its repair or replacement.

Village facilities

Computer, telephone and TV facilities

The telephone & computing infrastructure installed throughout the Village is an essential part of the Village and residents must not tamper with or remove any part of it. Damage to the telephone and computing infrastructure caused by resident(s) will be charged to the resident(s) responsible together with an administration fee equal to 20% of the repair/replacement cost.

The Village data network is designed to be more than adequate for residents' use unless congestion is caused. Congestion is generally caused when a resident(s) download large files such as movies. Resident(s) who download these type of files and who continue to do so despite a warning from Village management will be disconnected from the network.

Residents must adhere to the following protocols when using the Village data network:

- Only connect to the data port with the recommended cables and connections;
- Do not dismantle the data port;
- When connecting to the network, remember that others are doing likewise;

- Continually downloading large files may slow down the network and affect others and as such should only occur in limited circumstances;
- The network is not to be used for any criminal activity, including port surfing or computer hacking; and
- The network may be monitored by the University's network security services.

Each apartment at Ilam and Sonoda, and each common room at University Hall has a free to air television service connection which resident(s) must not tamper with or remove. SKY television is also available at each village.

Computer rooms

Full details on the facilities in the Computer rooms and how to use them are available from the Village administration office. The Computer rooms are operated by the University IT department and have been set up for the exclusive use of residents.

The Computer rooms are not manned, but are available for use 24 hours a day and can be accessed using a resident's Swipe Card. Residents must not allow access to the Computer rooms to non-residents or persons who are not personally known to them. Under no circumstances are the computer rooms to be left unlocked and no food or drink is ever to be consumed inside.

The Village is not responsible for any damaged or loss incurred by residents as a result of their use of the Computer rooms.

The cost of repairing or replacing damaged equipment in the Computer rooms and an administration fee of 20% of that cost will be charged to the person responsible for the damage or to all residents of the Village if the person responsible cannot be identified. Faulty equipment will be repaired at no charge.

Laundry

For a fee, Residents can make use of the Village laundry facilities. Residents can access the Village laundry facilities 24 hours a day by using their Swipe Cards. Residents are expected to provide their own washing supplies and must ensure that they leave the area in a tidy state. Any laundry left in the Village laundry facilities which is not claimed within 7 days will be deemed abandoned and will be donated to a local charity.

The Village is not responsible for any damage caused to clothes or other items resulting from the use by residents of the Village laundry facilities.

The cost of repairing or replacing damaged laundry appliances and an administration fee of 20% of that cost will be charged to the person responsible for the damage or to all residents of the Village if the person responsible cannot be identified. Faulty appliances will be repaired at no charge.

Mail and communications

The primary means of communication within the Village is by email, so it is important that you inform Village management immediately of any changes to your email address.

General notices will also be posted on the Website and around the Village.

Residents wishing to receive standard mail should use the mailing address listed in the Village handbook. When parcels are delivered by Australia/NZ Post, they will be kept at the Village administration office and you can check the board to find out if you have a parcel for collection. Residents are required to provide ID on collection of parcels.

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.

It is a resident's responsibility to regularly check their mail box. Any mail not collected within one month of its delivery may be returned to sender by Village management. Facilities for purchasing stamps and posting letters and parcels are available from the post office located on the University campus.

Recreational facilities

If the Village contains recreational facilities they are for the use and enjoyment of all residents of the Village. Non-residents, if they are registered with the Village administration office, are also allowed to use the recreational facilities but only if accompanied by a resident. Village management does not encourage the use of the Village's recreational facilities by non-residents on a regular basis and reserves the right to restrict non-resident use.

Resident(s) who use the BBQ must keep it tidy and clean it after each use.

Summer letting and storage

Village management will remove any personal belongings from a vacated room or apartment. Items will be considered as being abandoned and will be disposed of at a cost to the resident.

Your wellbeing

Absence from room

If you expect to be absent from your Room for more than 48 hours, please inform the office, and leave an emergency contact number. You do not have to tell the office where you are going, we just want to know how to contact you urgently if we need to, and so we will not worry.

If you are detained away from the Village for any reason, please contact the Village administration office and leave a message if it is unattended.

Should another resident or a Resident Advisor report to Village management that you have not been seen for 48 hours and you have not advised us of your intended absence, Village management reserves the right and has the authority to enter your Room/Apartment to check that you are okay.

If you are reported as being absent for more than 72 hours, and we have no records of your whereabouts, Village management will report you as a missing person to the police. If you are under 18 years of age we will also contact the person nominated as Guarantor in your Residential Agreement.

Alcohol and other 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 resident's right and a resident's responsibility to seek help when such issues become disruptive.

Studies on alcohol abuse within universities show that there are significant secondary affects for roommates and friends of those who drink excessively. A resident's concern about protecting a roommate's privacy, where excessive drinking is involved or otherwise, should not keep them from getting support personally or for that other person.

If a resident is worried about a friend or if the behaviour of another resident affects the living habits of others, the resident should endeavour to seek help for that other person. Sources of help such as University health & counselling services are listed under "handy phone numbers" at the back of the Village handbook.

Village management recognises that alcohol is an established part of life in Australia and New Zealand and is enjoyed by many members of the Village community. Normally, Village management will not attempt to stop drinking at the Village, but will encourage moderation in and a responsible attitude towards the consumption of alcohol. It will aim to create a climate that enables individuals to make a free and informed choice as to the level of their alcohol consumption, in an environment free of social pressures to drink to excess.

Alcoholic drinking games and other activities that promote binge drinking are not permitted at the Village. Drinking games tend to encourage excessive drinking and drunkenness, tend to inhibit all other social interaction and pressure players to drink over their limits. Such activities can quickly make a participant very intoxicated and are dangerous. The host of the party and other participants may be held responsible for any negative consequences of excessive drinking.

Residents are required to comply with any policy, rule or guideline published by the University which relate to the consumption of alcohol and will be in breach of their obligations under the Rules and their Residential Agreement if they fail to do so.

Candles/Incense

Due to risk to life and property, candles, torches, incense and other open flame devices are strictly prohibited anywhere inside or around buildings in the Village including in Rooms and Apartments. Burning of the above devices is likely to set off the smoke detectors in your Room/Apartment. Residents will be required to pay the cost of the fire brigade attending together with any charge imposed by Village management if a false alarm occurs because of a resident's failure to comply with this Rule.

Conduct issues

Residents and their guests in the Village are to show respect for order, morality, personal honour and rights as members of the Village community.

Residents are responsible for their guests and will be held financially accountable for any breach of the Rules or misconduct by their guests.

Discipline and misconduct

Misconduct is an action or series of actions that breach your Residential Agreement, these Rules, any laws or any other generally accepted standard of behaviour. Depending on the nature of a resident's misconduct, Village management is entitled to take the disciplinary action detailed in a resident's Residential Agreement and/or these Rules and reserves the right to refer any occurrence of misconduct to the University and/or the police if in their absolute discretion they determined that course of action is appropriate.

Disciplinary action includes but is not limited to admonition, probation, termination of a resident's Residential Agreement and the requirement for the resident to leave the Village.

Except in circumstances where Village management do not consider it feasible (at its absolute discretion) for a resident to retain the right to reside in the Village, a warning by email or in writing will describe the unacceptable behaviour, the right of Village management to require the resident to leave the Village and the steps which the resident must take to retain the right to continue to reside in the Village. Should a resident fail to respond in an acceptable manner to an email or written warning and continue to behave in a manner that is detrimental to the well-being of the Village community, the resident may then have their Residential Agreement terminated and be required to leave their Room/Apartment and the Village.

In circumstances of serious misconduct, as determined by Village management at its discretion, Village management is not required to give any prior warning or notice of its intention to terminate a resident's Residential Agreement except if to do so would breach a specific term of the Residential Agreement or any legislative requirements.

A resident required to leave the Village for disciplinary reasons will not ordinarily have the opportunity to return to their Room/Apartment except via prior arrangement with Village management and then only to collect the resident's possessions and under the supervision of Village staff.

In the event that a resident is asked to vacate a Room for disciplinary reasons, no fees will be refunded and the Deposit paid by the resident in accordance with the terms of the Residential Agreement will be forfeited.

If a resident has had their Residential Agreement terminated and been asked to leave the Village, Village management reserves the right to refuse to accept an application for residency in the Village from that resident in the future for such time as it sees fit.

Drugs

The possession, cultivation, usage, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited.

Any breach of this Rule, in any form, by a resident is considered serious misconduct and as a consequence Village management reserves the right to terminate a resident's Residential Agreement and also report the incident to the police.

Emergencies

On the wallplanner in your room you will find all the numbers to be called in the event of an emergency.

For any life-threatening emergency call '111' to summon fire, police and ambulance services.

False alarms waste the time of emergency services and Village management and may result in disciplinary action and the imposition of fines and charges.

You are responsible for familiarising yourself with the location of alarms and fire fighting equipment in your Room/Apartment and in the common areas of the building in which your Room/Apartment is located, and with the emergency procedures for the Village. Fire safety information is posted in all Rooms/Apartments.

Evacuation

Evacuation maps are posted in various parts of the Village indicating your location in relation to the nearest exit and steps to take to vacate the premises. Please familiarise yourself with the location of all exits from your Room/Apartment and the building in which your Room/Apartment is situated. Evacuation maps are part of the fire equipment of the Village and must not be tampered with.

In the event of an evacuation, please report to your building's assigned emergency assembly point for further instruction.

The Village is regularly inspected by the fire brigade for safety and fire code compliance. Residents are required to keep common areas clear of any items which may affect safe egress from buildings. Whenever Village management encounter these obstructions or are informed of their presence, they will proceed to remove the obstructions to ensure fire code compliance.

If Village management is required to remove items left in common areas, residents will be charged, with repeated violations incurring escalating charges.

Exit signs

Exit signs have been located throughout the Village for the personal safety of residents and visitors. Exit signs are not to be tampered with, disconnected or removed. Playing of ball games in Rooms, Apartments and common areas of buildings could potentially damage exit signs and is therefore prohibited. Residents will be charged for any damage caused to signs and where the person responsible for the damage cannot be identified all residents of the Apartment or building will be charged an equal share of the cost of repairing the damage.

Fire alarms

Never assume that a building alarm goes directly to the fire brigade. Always call '111' in an emergency situation, or the Duty RA if you are unsure what to do when you hear an alarm.

The fire brigade is obligated to respond to any alarm regardless of the cause. Any resident found to have set off a false fire alarm, whether purposefully or because of carelessness, is responsible for any charges levied by the fire brigade and may also be subject to fines and disciplinary action.

Never shower with your bathroom door open as excessive steam can set off a fire alarm.

Fire equipment

Fire blankets/extinguishers are located in all kitchens. These are to be used for small fires only such as stove top fires where oil has ignited. Used fire blankets/extinguishers must be returned to the Village administration office for immediate replacement.

Fire equipment that is not in working order jeopardises the safety of all residents and as such Village management will regularly be checking all fire equipment including fire extinguishers and hoses, fire alarm boxes, smoke detectors, exit signs and evacuation maps.

It is against the law to tamper with fire equipment including removing or covering exit signs, damaging exit signs, altering the function of door closers, disabling or covering smoke detectors, discharging fire extinguishers for any purpose other than putting out a fire and doing anything that may compromise the proper functioning of fire equipment. Violators will be subject to substantial fines, possible criminal penalties and

disciplinary action which may include termination of a resident's Residential Agreement.

Any fire equipment repair or replacement that results from resident misconduct will be charged to the resident(s) responsible. If the responsible party cannot be determined, the fine and related damage will be charged to all residents of the building or Apartment as the case may be in equal shares.

Hazing/initiation

Hazing is defined as any mental or physical requirement or obligation placed upon any person or group of persons which could cause discomfort, pain, fright, disgrace, injury or which may be personally degrading or which violates any University policy, Village policy or law.

Hazing in any form is completely unacceptable in the Village. Any resident who is found to be involved in hazing will be reported to the appropriate authorities and will be subject to disciplinary action at the discretion of Village management which may include immediate termination of their Residential Agreement and revocation of their right to remain in the Village.

Insurance

The Village assumes no responsibility for the personal property of residents and their guests. Residents should maintain insurance protection against loss and damage to or theft of personal property.

Noise

Every resident is responsible for the maintenance of good order and reasonable quietness in their Room and Apartment.

Residents must at all times show proper regard for others. Radios, televisions, stereos, musical instruments and other audio equipment should be adjusted so as not to disturb other residents of an Apartment or the Village.

Residents must at all times adhere to the Village "Noise Policy", a copy of which is contained in the Village handbook or can be obtained from the Village administration office or Website.

Obscene, harassing or discriminatory behaviour

Village management is committed to ensuring that anyone who is part of the Village community treats, and is treated, at all times fairly and equitably, in an environment which is free of harassment and discrimination. All people have the right to be treated with dignity and respect, regardless of their sex, marital status, pregnancy, race, religion, disability, age, political beliefs, family responsibilities, parental status, sexual orientation, industrial activity, gender identity or physical features.

The Village has a "Zero Tolerance Policy" with respect to discrimination and harassment of any kind. All residents have a responsibility to comply with this policy, a copy of which is contained in the Village handbook or can be obtained from the Village administration office or Website. A breach of this policy is likely to result in disciplinary action, and in some instances, referral to the appropriate authorities.

The Village recognises the sexual harassment policy of the University, a copy of which can be found on the University's website.

Placement of any obscene or harassing telephone calls by a resident is completely unacceptable and is treated as a serious disciplinary issue by Village management. Anyone receiving such a call should report it immediately to the Village administration office, who in turn will contact University security. Outside general office hours, report such calls to the duty Resident Advisor or to University security.

Any resident who is found to be making obscene or harassing telephone calls will be subject to disciplinary action at the discretion of Village management which may include immediate termination of their Residential Agreement and revocation of their right to remain in the Village. Village management also reserves the right to refer the matter to the appropriate authorities.

Residents who have been victim of any form of harassment are advised to contact the University's health & counselling service for support.

Overnight guests & unauthorised occupancy

While Village management does not encourage overnight guests it is understood that on occasion this will occur. Residents are permitted to have guests for short periods of time with the approval of the other residents of the Apartment. Extended visits are not permitted and residents must not in any circumstances allow any other person to reside in their Room or the Apartment Common Areas.

To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of an Apartment, the following procedures must be followed.

- All residents of an Apartment must be aware of a guest staying overnight and have their given approval to this;
- A guest must be registered at the Village administration office;
- A guest must be accompanied at all times by a resident and must never be given a Swipe Card or Room key; and
- A guest cannot stay more than two nights in any given period of seven days.

Overnight guests are not permitted during the first two weeks of each semester, nor are they permitted during the Study Break, Exam period or the holidays.

Any person found to occupy a Room, where the above procedure has not been followed, will be deemed as unauthorised, and the resident of the Room will be charged \$55.00 for each night the unauthorised person has stayed and will be in breach of their Residential Agreement. The unauthorised guest will be expected to vacate the village immediately.

A guest must leave the Village immediately if requested to do so by Village management whether or not the above procedure has been followed.

Residents must ensure that any guest or other person who is in the Village at the invitation of the resident or in the residents company complies with the Rules and any reasonable directions given by Village management and does not do anything which a resident is prohibited from doing under the Rules and their Residential Agreement.

Parties and special events

If a building or an Apartment has a party or other event, residents are expected to clean up immediately following the event including spills, stains, removal of rubbish, restoring furniture to its proper configuration, vacuuming and cleaning surfaces. Liquids left on any surface overnight may cause extensive damage.

Residents must comply with the "Party Policy" at all times.

Political and religious views/solicitation

Residents are encouraged to discuss and debate their political and religious views, however, no resident has the right to force their opinion and views on another in a way that is abusive or which causes physical or emotional harm or distress, and no person may be discriminated against or oppressed because of their beliefs.

Solicitation is an uninvited or unwanted attempt to make contact with a resident for the purpose of promoting religious beliefs, engaging political views, or encouraging the purchase of items or tickets to an activity or event, or membership to a club or organisation. Solicitation is prohibited in the Village.

Privacy and quiet enjoyment

All residents are entitled to privacy and quiet enjoyment in their Rooms and Apartments, both from Village staff and other residents. Residents must be respectful of noise levels and allow other residents the degree of privacy they desire.

When entering another resident's Room or Apartment please knock on the door and do not enter uninvited.

Resident Advisors hold a set of keys when on duty to deal with lockouts and emergencies. Resident Advisors are not permitted to open Room doors for any reason without the permission of the occupier, except in emergencies. Any person requesting entry into another person's Room will be denied access unless the occupier gives permission in writing.

Resident advisors (RAs)

As part of the Residential Program at the Village a number of senior students assume the position of Resident Advisor. The role of an RA is to give support and advice to residents. Full details on the role of an RA can be obtained from the Village administration office.

RAs must respect the privacy of residents and residents must in return respect the privacy of RAs

Security issues

The Village strives to provide its residents with a safe and secure atmosphere that is conducive to the academic life of each resident.

Complacency often results in burglary, and we often think that "it will never happen to me" but when it does we are shocked and look to blame someone other than ourselves. With this in mind, there are several ways in which residents can further increase their level of security by:

- Ensuring that your Room/Apartment door closes and locks behind you when you enter or leave your Room/Apartment;
- Ensuring that building external doors are kept locked at all times;
- Not propping open doors;
- Disallowing people that you do not know from following you into a building;
- Getting to know your neighbours;
- Never lending your key or Swipe Card to another person;
- Not leaving your Apartment key under a pot plant, door mat or on the frame of the door jamb;
- Not leaving windows wide open when you are not in your Room/Apartment;
- Not leaving money or valuables in full view when you are not in your Room/Apartment.
- Securing your bike to a bike rack using a quality lock such as a U-bolt; and
- By notifying the office or University security if you notice any suspicious people or behaviour in or around the Village.

Smoking

Smoking of any substance is prohibited in all Village buildings. Violation of this policy may, at the discretion of Village management, result in disciplinary action and a fine.

Smoking of cigarettes is permitted outside of Village buildings but at least 10 metres away from doors and windows, with the exception of Sonoda which is entirely smoke free. Smokers must dispose of their cigarette butts. If cigarette butts are found in the area surrounding Village buildings, residents of that building will be fined and also charged for their removal.

Residents who wish to stop smoking should contact the University health & counselling service for assistance.

Student records

Village management are bound by the Village "Privacy Policy", a copy of which can be found in the Village handbook or can be obtained from the Village administration office or Website.

In signing your Residential Agreement, you have authorised Village management to liaise with the University to verify that you are a student of the University.

It is a resident's responsibility to ensure that Village management has their up to date personal details.

Residents can update their personal details held by the Village by contacting the Village administration office.

Trespassing

The Village has no gates and boundary walls to keep out trespassers and we encourage the University community to visit and see the Village facilities.

Unauthorised persons (including non-residents, uninvited visitors or any other person(s) deemed to be unauthorised by Village management at its absolute discretion) will be asked to and must leave the Village.

Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be asked by Village management to leave the Village and if they do not leave the Village will be trespassing.

Unauthorised persons and residents who have been asked to leave but have not left the Village after having their Residential Agreement terminated will be trespassing.

Village management reserves the right to report all trespassers to the police.

Visitors

A visitor is defined as a person who is meeting with a resident for a short period of time, while a guest is defined as a person who is staying overnight with a resident.

All visitors are required to leave the Village by 12 midnight. Any visitor present in the Village after midnight will be considered an "unauthorised person" and the resident responsible will be charged \$55.00 accordingly.

Overnight guests are not permitted during the first two weeks of each semester, nor are they permitted during the Study Break, Exam period or the holidays. Residents who allow a visitor to stay over these times will be fined and charged the room rate for each night the unauthorised guest has stayed. The unauthorised guest will be expected to vacate the village immediately.

Congratulations on reading this far!
We hope you have a great year.