

2017

# RESIDENT HANDBOOK







*Friendship*

*Community*

*Success*

# Victoria House



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# WELCOME

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Victoria House was built in 1907- making us Wellington's oldest hall of residence. Originally for female students, Victoria House has a rich history both with the University and with the Wellington region.

We are an independent hall of residence, operated by an Incorporated Society: Victoria House Society Inc. The Society, and consequently the Hall, operates as a not-for-profit entity.

Despite being small in numbers (189 residents), we are a community with a big heart. Residents that come to Victoria House can expect an environment that is conducive to academia and community. As a resident of Victoria House, you are welcomed into a family that will be there to support your transition to tertiary life and adulthood.

Our values are Friendship, Community, Success. These three elements are at the core of our constitution. We want residents to have an exciting, successful and memorable year, whilst preparing you for the challenges of life. A smaller community helps build lasting and warm friendships, and the sense of community at Victoria House is unparalleled.

Once again, welcome to the Victoria House family.

## ABOUT THIS HANDBOOK

The conditions of this handbook are in conjunction with the Victoria University of Wellington Student Conduct Statute: (<http://www.victoria.ac.nz/documents/policy/student-policy/student-conduct-statute.pdf>) which you must respect and adhere to. It is important that you are clear on the commitments that you are making. The purpose of this handbook is to provide clear guidelines that will help you settle in and know what is expected of you.

# CONTACT INFORMATION AND OFFICE HOURS

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## VICTORIA HOUSE

Email: [admin@vichouse.co.nz](mailto:admin@vichouse.co.nz)

Phone: 04 463 9040

Website: [www.vichouse.co.nz](http://www.vichouse.co.nz)

Address: Victoria House  
282 The Terrace  
Te Aro  
Wellington, 6011

Office Hours: Monday – Friday (9am – 5pm)

## ACCOMMODATION SERVICES

Email: [accommodation@vuw.ac.nz](mailto:accommodation@vuw.ac.nz)

Phone: 04 463 5896

Address: VUW Accommodation Services  
42 - 44 Kelburn Parade  
Kelburn  
Wellington 6012

Office Hours: Monday – Friday (9am – 5pm)

# MEET THE TEAM

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## HEAD OF HALL

The Head of Hall oversees all matters of the Hall. They look after all operational, financial and residential issues. They are responsible for ensuring that Victoria House provides an environment that is conducive to study and provides opportunities for residents to grow and develop. The Head of Hall lives onsite providing additional after hours support.

## RESIDENTIAL LIFE MANAGER

The Residential Life Manager is responsible for the pastoral care of residents. They manage the Residential Assistants, and together they provide support and advice to residents. They also manage complaints from residences and oversees disciplinary procedures. The Residential Life Manager also lives onsite providing additional after hours support.

## HALL ADMINISTRATOR

The Hall Administrator is the front person for the Hall. They manage the front of house systems and procedures. This includes correspondence, payments and refunds, processing applications, accounts and maintenance.

## ASSISTANT ADMINISTRATOR

The Assistant Administrator is onsite Saturdays and Sundays from 8am – 5pm. They are responsible for basic administrative duties of the Hall and will respond to all queries on the Duty phone.

## STUDENT SUPPORT COORDINATOR

The Student Support Coordinator provides extra support for residents and staff. They are available to talk to about many things; from academics to relationships. They are based at Victoria House two days a week.

## RESIDENTIAL ASSISTANTS

Residential Assistants (RAs) are appointed each year to assume responsibility for residents in their area and for organising and facilitating events. RAs are responsible for student welfare and maintaining reasonable standards of discipline at Victoria House. RAs are available to listen when residents need to discuss concerns from homesickness to study queries. They have been first year students themselves and are here to help!

RAs also share duties in the evenings throughout the week. The name of the RA on duty is posted in the RA corner each evening. RAs have the authority to enforce Victoria House community standards and can enter your room if required to do so for the purposes of performing their duties. If there is an emergency in the evening and the office is closed, the Duty RA can always be contacted by phone.

## CATERING

Alliance Catering are responsible for the provision of meals in the Hall. They are able to cater for a variety of dietary needs. Any food related matters can be raised with Alliance staff or the Residential Life Manager.

## CLEANING

Paramount Services are responsible for cleaning the communal facilities within the Hall. They provide a daily service.

## MAINTENANCE TEAM

At Victoria House, we have contractors who ensure that repairs and upgrades are attended to. Maintenance issues are reported by residents and staff through an online portal.

## SECURITY/WELFARE OFFICERS

Security/Welfare Officers are contracted to Victoria House to provide additional support for the residents from late in the evening to early the following morning on a daily basis. They have the same authority as residential staff.

# CONDITIONS AND PAYMENTS

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## ACCEPTING A PLACE AT VICTORIA HOUSE

If you have accepted a place at Victoria House this means that you have:

1. Read, understood and agreed to live by all the conditions described in this Handbook.
2. Entered into a contract that financially commits you for a specified term which is from the 26th February 2017– 18th November 2017.
3. Confirmed your enrolment as a student with your tertiary institution.
  - a. To clarify: if you have not met your tertiary enrolment requirements by the 18th of January 2017, your offer and place at Victoria House is automatically rescinded.

## PAYING YOUR FEES

Below are the conditions that accompany paying fees:

1. Payment can be made via online banking, EFTPOS or credit card. Direct Debit payment will be required for the weekly payment option.
2. Different payment options are available. Please refer to the Schedule of Fees.
3. Payments must be paid on time. Non payment may result in the guarantor being contacted.
4. Any notices, invoices and receipts for fees are given to residents. It is the resident's responsibility to pass these to their financial guarantors or parent(s) if appropriate. Receipts in the form of statements are only issued on request. Invoices are sent to the resident's current email address before the due date. Residents must ensure the office is notified if the email address needs to be changed.
5. Any outstanding accommodation fees at the end of the contract may result in a

hold being applied on your student record which will mean you will be unable to receive your grades or re-enrol.

6. Any debt collection costs will be charged to the resident.
7. International students and students without a New Zealand based guarantor are required to pay for the full term of the contract or each trimester in advance. This is because it is difficult to pursue debts outside New Zealand.

## DEPOSIT

You must pay a deposit of \$624 to secure your place at Victoria House. The deposit constitutes the following things:

1. Registration Fee. This fee of \$110 contributes to the cost of the Hall handling your application. This is non-refundable.
2. Activities fee. This fee is \$150 used for activities organised by staff for the benefit and enjoyment of all residents in the Hall. Purchases of small assets for resident use may also be made.
3. Accommodation Holding Fee. This amount is \$364 which is to cover any fees, charges or damage costs outstanding when you leave, including the costs of any damage at the Hall which cannot be attributed to any individual. These will be shared pro rata across all residents. The accommodation holding fee will be refunded within six weeks of the end of your contract minus any unpaid fees and charges, cleaning fees, communal and individual damage costs.

Please note that the activities fee and the registration fee are not part of the accommodation holding fee.

## DEPOSIT RETURN

If you decide not to take your place at Victoria

House, and notify in writing by 18 January 2016, all fees except the registration fee will be refunded.

After this date, only proof of non-acceptance into courses at VUW or your chosen provider will entitle you to a refund of your deposit less the non-refundable registration fee. Withdrawal for any other reason will result in the refund of the Activities Fee only.

## RELEASE FROM ACCOMMODATION CONTRACT

All accommodation contracts are fixed term, which means residents are financially liable for their contract for the entire fixed term period. There may be exceptional circumstances whereby a resident needs to leave Victoria House- in that case, you will need to apply through the Release from Accommodation Contract process. This form can be obtained from the office.

Any resident who wishes to leave, or is evicted before the end of the residency term, is responsible for the full term fees of the contract, unless a replacement acceptable to the Head of Hall is found. A contract break fee will apply to all early termination of contracts. This will be the equivalent of two weeks of accommodation fees. In addition, a payable notice period will also apply depending on the circumstances. A payable notice period of 6 weeks will apply for any resident that withdraws from their studies. All notice periods start once you have vacated your room.

Residents who leave the Hall are replaced in order of their departure. Consequently, the occupation of the room vacated by the resident does not necessarily mean that the resident has been replaced in the Hall, for the incoming resident may take a room that was vacated earlier.

## FINANCIAL GUARANTORS

Guarantors will be held responsible for any non-

payment and will be liable to cover all costs associated with the resident's stay at the Hall. If any issues arise in regards to non-payment of fees which are not resolved with the resident, the Guarantor will be contacted.

Financial guarantors cannot be the resident. Victoria House also reserves the right to not accept an individual as a guarantor.

# VICTORIA HOUSE INCORPORATED

# SCHEDULE OF FEES



## DEPOSIT

A \$624 deposit is required with your acceptance, this sum is apportioned as follows:

\$110	The Registration Fee (nonrefundable)
\$150	Activities Fund (Hall Events and Activities)
\$364	Accommodation Holding Fee – refundable within six weeks of the end of the term of residence, should all obligations as in; board payments up to date, keys handed in and no attributable damages outstanding. Unattributable damage and expenses to Hall property will also be deducted proportionately from this fee.

\* DEPOSIT PAYMENT TO BE PAID BY BANK TRANSFER OR CHEQUE ONLY.

## SCHEDULE OF BOARDING FEES

Fees are set by the Executive Committee of the Victoria House Society for the 38 week academic year of 2017, as follows:

\$364.00 per week - Single room rate

\$280.00 per week - Twin share room rate

### Payment Options

OPTION 1	OPTION 2	OPTION 3	OPTION 4
Payment for Full term (3% discount)  Due 9 February 2017	Payment by Trimester  Trimester 1 due 9 February 2017 (26 February – 8 July)  Trimester 2 due 7 June 2017 (9 July – 18 November)	Payment by 4 instalments  Due: 9 February 2017 12 April 2017 7 June 2017 23 August 2017	An upfront payment followed by weekly payments ~ Friday 17 March - Friday 3 November 2017.
Single room \$13,417.04	Single room \$6,916.00	Single room 9 February      \$3,640.00 12 April        \$3,276.00 7 June            \$3,640.00 23 August       \$3,276.00	Single room Upfront payment of \$8,052.00 due 9 February 2017 followed by 34 weekly payments of \$170 by Direct Debit starting on Friday 17 March 2017.
Shared room \$10,320.80	Shared room \$5,320.00	Shared room 9 February      \$2,800.00 12 April        \$2,520.00 7 June            \$2,800.00 23 August       \$2,520.00	Shared room Upfront payment of \$4,860.00 due 9 February 2017 followed by 34 weekly payments of \$170 by Direct Debit starting on Friday 17 March 2017.

\* IF YOU HAVE RECEIVED A SCHOLARSHIP: - YOU ARE STILL REQUIRED TO CONTINUE WITH THE PAYMENT OPTION SELECTED. AN ADJUSTMENT WILL BE MADE ONCE THE SCHOLARSHIP HAS BEEN CREDITED TO OUR ACCOUNT.

\* INTERNATIONAL STUDENTS HAVE TWO PAYMENT OPTIONS AVAILABLE - OPTION 1 OR OPTION 2.

Victoria House preferred method of payment is by internet banking directly into:

**WESTPAC 03 0584 0187592 00**

PLEASE ENSURE YOUR PUT THE RESIDENTS NAME AS THE REFERENCE

SWIFT CODE: WPACNZ2W

## SELECTION OF PAYMENT OPTION

Please tick which payment option you choose to use.

OPTION 1	<input type="checkbox"/>
OPTION 2	<input type="checkbox"/>
OPTION 3	<input type="checkbox"/>
OPTION 4	<input type="checkbox"/>

## CREDIT CARD

Please telephone our office with these details or fill in below. Note that all credit card payments will incur a processing fee as follows:

- 1) 2.0% will be charged when a card is used at the EFTPOS machine in the office.
- 2) 2.41% will be charged when the credit card details are given over the phone/email or stated below

Credit Card No: \_\_\_\_\_

Card Holders Name: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Security No: \_\_\_\_\_

## ACKNOWLEDGEMENT

I have read, understood and agree to the conditions and obligations as set out in the Accommodation Contract and the Residents Handbook.

\_\_\_\_\_  
(Signed by Resident)

\_\_\_\_\_/\_\_\_\_\_/2016  
(Date)

# COMMUNITY STANDARDS

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## ALCOHOL

Our community is first and foremost an environment conducive to academic study. We recognise that alcohol is part of our society and that it is important to “normalise” this within our living environment. The guidelines below provide a framework which achieves this balance. We also believe that educating our community on the impact of alcohol is important; so there will be a number of workshops throughout the year promoting its safe and responsible consumption.

- As part of prioritising that our environment is conducive to academic study, our hall is alcohol-free on Sundays, Mondays and Tuesdays. Residents can consume alcohol on all other days from 6.00 p.m. – 9.45 p.m.
- Study breaks and exams are important time periods within the academic calendar. Our hall will be alcohol-free during these times.
- There will be designated areas for consuming alcohol. This will include study-bedrooms, but there will also be opportunities to consume alcohol in communal lounges to socialise with a wider group of people. Open vessels of alcohol cannot be carried into areas that are not designated for consuming alcohol—such as hallways and study areas.
- Alcohol cannot be stored in communal fridges and kitchenettes.
- There is an increasing number of residents requesting to live in an alcohol-free environment. Accordingly, Bennett House has been designated alcohol-free. Other floors/buildings could be considered alcohol-free depending on resident demand.
- Residents under the age of 18 years old are unable to consume or store alcohol within our hall.
- Our hall promotes the safe and responsible consumption of alcohol. This means that all alcohol games and any devices used for its rapid consumption are

prohibited. This includes (but not limited to) kegs, mini tankers and crates. The storage and use of bulk quantities of alcohol is also prohibited. The following limits will apply:

- 6 standard Cans of Beer or Ready to Drink (RTDs) per resident
- 1 Standard bottle of wine per resident
- 1 Standard bottle of cider per resident
- 1 Standard bottle of spirits per resident

## BEING A GOOD NEIGHBOUR

While you have a responsibility to behave appropriately to other residents within your Hall, you also have neighbours in nearby buildings and houses. Being a good neighbour is a high priority for Victoria House and something we take very seriously. Treat our neighbours respectfully when passing by. Please be quiet, and dispose of rubbish in bins provided. Victoria House responds quickly to complaints from our neighbours and has an effective process for investigating these and responding to them. Victoria House may take disciplinary action against you under the Student Conduct Statute as a result of receiving complaints from neighbours.

## DAMAGE

Residents are responsible for their own actions, and have a collective responsibility to the community. This means that residents will be responsible for all repairs, replacements and additional cleaning in their rooms. For any damage in communal areas in which no one takes responsibility, the full cost will be charged on a pro rata basis. Any damage caused by guests will be the responsibility of the host resident. All replacement or repair work related to damage will be undertaken by approved contractors of Victoria House.

Any outstanding damage or repair costs that remain unpaid on a residents account at the end of the year will be deducted from the Accommodation Holding Fee. If the amount of

the Accommodation Holding Fee is insufficient to cover the balance, the resident will be still be liable for the amount outstanding.

Victoria House does not take any responsibility for any damage undertaken on personal property including cars in the carpark.

## DRUGS

Victoria House does not permit the use, possession or sale of illegal substances. Any substantiation of using, possessing or selling illegal substances is likely to result in eviction of the resident(s) concerned. The matter may also be referred to the Police.

You are responsible for what happens in your room. We reserve the right to take any investigative action including room searches.

In addition, herbal and synthetic drugs or party pills are not to be taken or stored within the Hall.

## GAMBLING

Gambling for money is not permitted within Victoria House.

## HARRASSMENT

Harassment is unlawful, unwelcome, uninvited behaviour, which can make someone feel offended, humiliated, or intimidated. Victoria House is committed to providing a living and working environment that is free from harassment.

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 also the view taken by the law.

Harassment includes the use of language (written or spoken), 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, sexual orientation, ability or religion of that person

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

Causing disharmony includes:

- publishing or distributing written, visual or electronic material that is threatening, abusive or insulting, including on social media
- using words that are threatening, abusive or insulting
- physical behaviour that is deemed threatening, abusive or insulting

Harassment and causing disharmony are not permitted at the Hall. If your conduct at any time amounts to, or may amount to, misconduct under the Student Conduct Statute, we may take disciplinary action against you in accordance with that Statute.

## NOISE

Noise is a common issue when living together with large groups of people, in which a certain level of tolerance must be developed. Noise is more likely to cause disruption if it is excessive, considered to be unnecessary, or occurs when people expect the environment to be quiet.

Please consider the needs of your fellow residents at all times and remember that other people's workloads and study habits may differ from yours. In the first instance, residents should speak to other residents themselves if they feel able to do so. If this is unsuccessful please contact the Duty RA.

We have quiet hours on Monday to Sunday from 10pm – 8am. During Study break and Exams the hours change from 8pm – 8am. There is to be no excessive noise at all times.

## OUT OF BOUNDS

The Residential Life Manager Flat, Residential Assistant rooms, kitchen, boiler rooms, roof, ledges and balconies are all out of bounds to residents and their guests at all times.

## RESIDENT MISCONDUCT

Residents are expected to respect all other people living and working at Victoria House 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 in accordance with the Student Conduct Statute. We encourage you to make sure you are familiar with the Student Conduct Statute.

If your conduct at any time amounts to, or may amount to, misconduct under the Student Conduct Statute, we may take disciplinary action against you in accordance with that Statute. There is no acceptable excuse for insulting or threatening behaviour, including intoxication.

## RESTORATIVE COMMUNITIES

Victoria House is a restorative community. A restorative community is one in which every member is valued and feels they belong, where all contribute to the common good, and where conflict is handled in ways that promote accountability and repair. A restorative community fosters positive relationships founded on mutual care, respect, equality, responsibility and honest communication.

### RESTORATIVE CIRCLES IN THE HALLS

Throughout the year, staff members will invite you to participate in dialogue circles to strengthen relationships and improve communication. Staff will facilitate the circle so that each resident has an equal opportunity to speak. Circles may be held for many reasons, including:

- building positive relationships
- establishing shared norms and values for

the floor

- respond to conflict or problematic behaviour on the floor
- process a difficult community event or shared experience
- make decisions about group activities

Circles are a great opportunity to get to know your neighbours and to have a say in creating your floor culture.

### RESTORATIVE WAYS OF ADDRESSING CONFLICT AND RULE-BREAKING

When conflicts occur a restorative justice process is available. This is where those involved in the episode meet together, with the help of a facilitator, to discuss:

- What happened?
- Who has been affected and in what ways?
- What can be done to make things right?
- How can we stop similar things happening in the future?

A restorative process requires the responsible resident(s) to accept responsibility for their actions and to make amends, and provides the harmed parties with a clear voice in the process. The group works together to reach an agreement about what must be done to repair the harms and restore relationships.

Participation in a restorative meeting is entirely voluntary; all affected parties must agree before it goes ahead. When determined appropriate by staff, this process may be used as an alternative to normal disciplinary procedures.

Residents may request a circle or a restorative meeting at any time to address interpersonal conflict within the Hall.

## SOCIAL MEDIA

Use of social media is encouraged as a great way to connect with residents and staff, and to keep up to date with events and community news.

Victoria House has its own Facebook page for residents to read and post relevant items. Please be respectful of other users on our Facebook pages. Residents must not post anything that may be considered as discriminatory against, or bullying or harassment of, any individual on any social media platforms. The following examples are unacceptable:

- making offensive or derogatory comments relating to sex, gender, race, disability, sexual orientation, religion, belief or age;
- using social media to bully another individual; and
- posting images that are discriminatory or offensive, or linking to such content

Management reserves the right to delete any post that may cause offence and could be detrimental to our community.

You should also be mindful of having sought and gained the consent of involved parties, whether posting to our Hall's Facebook page or any personal pages. This is particularly relevant for photos. You must always gain permission from someone whose photo you intend to post. If they don't want their photo posted, respect that decision.

If you post something without the express permission of the person involved, it may be a breach of their privacy. Depending on the nature of the material, there may be more serious repercussions, such as legal action or a police investigation.

If in doubt, always ask the person concerned. You can't assume they will agree. If you can't contact them or have any doubts about what you are doing, don't post.

## SMOKING

Victoria House buildings and grounds are entirely smoke free. If you are a smoker please do so offsite.

## VISITORS/OVERNIGHT GUESTS

You are welcome to have visitors and overnight guests. Visitors during office hours must sign the Visitor Book. Any visitor outside of office hours will require a guest pass. This can be obtained at the office and will need to be completed 24 hours before your guest arrives, or by 5pm on Friday for the weekends/long weekends. The pass must be held at all times and produced if requested by staff. Residents need to accompany their guests at all times. Unaccompanied or heavily intoxicated guests will be required to leave the hall immediately.

Remember you are fully responsible for your guests' actions while he/she is in the building. If your guest causes damage you are liable for full costs. As a resident of the Hall you must not let your guest have access to your keys or swipe card.

Guests are welcome to stay for a maximum of two nights. No guest may stay more than two consecutive nights and no more than four nights in any four week period. Only one guest per resident is permitted at one time. Under 18 year old guests are not permitted to stay onsite.

Management reserves the right to decline any request for a guest pass.

# HEALTH AND SAFETY

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All residents agree to comply with the health and safety policies of Victoria House. In particular you will take reasonable care of yourself and others and cooperate with hall staff. You must also take reasonable care to ensure that your acts do not adversely affect others. You will also report, as soon as possible, to halls staff any matter that may be, or may create, a health and safety issue.

## HEALTH

If you are sick, or know of another resident who is sick, inform your RA, the Duty RA or office staff so that appropriate care can be arranged. Illness can spread rapidly within an environment of 180 people living together sharing communal facilities. Simple preventions such as basic hygiene and regularly airing your room can help limit these instances. Transport to afterhours emergency medical services is payable by the resident.

## FIRE SAFETY

The hall contains smoke alarms, sprinkler systems, evacuation procedures and has regulations in place to keep residents safe.

1. Visitors and overnight guests in any building must sign the overnight guest register at reception/RA Corner.
2. You are not permitted to burn anything in your room - incense, candles, cigarettes, tobacco, matches, or lighters. These items will be confiscated if found in use.
3. You are not permitted to hang anything from sprinkler pipes or fittings, and must keep the area around sprinklers and smoke detectors clear.
4. Your electric blanket must have an electrical safety tag.
5. Cooking is only permitted in kitchenette spaces. Cooking equipment such as hot plates, rice cookers, electric woks, toasters, panini machines and frypans are not permitted in rooms or in communal spaces.

6. Barbeque grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the Hall or outside.

7. If the Fire Alarm is activated maliciously which results in the Fire Brigade attending to the incident, the full cost will be charged to the resident/s responsible. If the resident/s responsible cannot be identified, the cost will be charged to all residents on a pro rata basis. The cost is currently \$1,125 + GST. If the activation is accidental, the responsible resident/s will be charged \$500. Again, this cost will be charged to all residents on a pro rata basis if the resident/s cannot be identified.

Abiding by fire safety rules and policies and the fire evacuation procedures ensures the health and safety of all our residents. If items that are not permitted are found to be on the premises, they will be confiscated. Disciplinary action will follow if fire safety rules and policies and fire evacuation procedures are not followed.

### FIRE ALARMS

If you or your guests deliberately tamper with fire equipment such as the smoke alarms, sprinklers, heat detectors, fire signs, fire exits or fire switches, disciplinary action will follow.

Deliberately tampering with any fire equipment, regardless of an alarm being activated or not, will result in disciplinary action. Any associated charges to fix or reset systems will be charged.

### FIRE EVACUATION PROCEDURES

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

1. Leave your room immediately.
2. Leave the building immediately using the nearest fire escape.
3. Proceed to the designated assembly area.
4. Stay out of the building until you are told you may return.

## EARTHQUAKE

In the first instance, "Drop, cover and hold." Then, when instructed by Hall staff, follow evacuation procedures quickly and efficiently.

outside of an emergency or fire alarm activation.

Any breach of these rules can result in disciplinary action.

## EMERGENCY EVACUATION PROCEDURES

There are notices displayed throughout the buildings about the emergency evacuation procedures. Please be familiar with them. There are designated emergency wardens to assist in the evacuation procedure. It is important that their instructions are followed. There will be drills during the year

## HAZARDOUS MATERIALS, FIREARMS AND WEAPONS

### SUBSTANCES

You are not permitted to use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents within the Hall premises. If you need to use substances of this type for your studies, please discuss with Hall Management before using them. A Projects Room is available for use.

### FIREARMS AND WEAPONS

Firearms and weapons of any sort (including replicas) are not permitted on Hall premises. If found, they will be removed. You may face disciplinary measures and, if necessary, the police may be involved.

## GENERAL SAFETY

For safety and security reasons, it is not permitted to:

1. Throw anything out of, or hang anything from, any window.
2. Tamper with, or remove latches from, any window.
4. Climb out of any window.
5. Use an emergency exit only door

# GENERAL POLICIES AND INFORMATION

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## ACADEMIC ASSISTANCE

Victoria House endeavours to provide an environment conducive to academic excellence, friendship and community. If you require academic assistance then please do not hesitate to discuss this with a Residential Assistant or the Residential Life Manager. A Residential Assistant will touch base with you throughout the year to discuss your academic situation.

## BEDROOMS

Although there is a variation in the size and shape of rooms, each room has a single bed, mattress, desk, chair, wardrobe, mirror, rubbish bin and noticeboard. We provide you with a mattress protector but you are required to bring your own linen.

You may use the noticeboard in your room to pin notices. You may put posters on the walls as long as you use a product that leaves no traces when removed. Any repairs required from putting posters on the walls will be at your own cost. You are responsible for emptying your own rubbish and recycling into the appropriate bins provided in the building.

You may want to consider bringing the following with you:

1. Bed linen.
2. Towels.
3. Drinking mugs, teaspoons and tea towels.
4. Toiletries, laundry powder and washing up liquid.
5. Headphones.
6. Storage box for food.
7. Laundry basket or bag.
8. First Aid kit.
9. Torch

All rooms are required to be cleaned when checking out. A cleaning fee of \$50 will be charged if a room is not cleaned sufficiently.

It is highly recommended that you have insurance covering all your personal belongings whilst residing in the hall.

## BEDROOM ALLOCATIONS/BEDROOM CHANGES

You will find out your room allocation on move-in day. Room changes are not permitted within the first 6 weeks.

If you wish to change your room after this period, you will need to fill in the required form at our office. Our Hall Administrator will then forward it to the Residential Life Manager. The Residential Life Manager may reject or accept your application based on his/her discretion. There will be a \$50 charge for any room change.

## CATERING

Victoria House provides three meals a day Monday to Saturday, and breakfast, brunch and dinner on Sundays. All meals are to be eaten in the dining room.

Please advise us if you have any special dietary requirements before your arrival to ensure that a balanced diet can be provided. When you arrive, it is also a good idea to introduce yourself to kitchen staff if you have a dietary requirement.

To change dietary requirements during the year, a medical certificate will be required.

Meal times may vary during examination times and other break times.

Late dinners are a privilege, not a right. Only those who cannot make dinner during the normal dinner times may get a late dinner. If you require a late dinner, see the Hall Administrator in the office by 4pm the night you need a late dinner.

When you require your late dinner later in the evening, contact the Duty RA phone and politely ask them to locate your late dinner. Late dinners

must be eaten in the dining room.

All cutlery, plates and glasses from the dining room must not leave the dining room. A stocktake of all cutlery and crockery will be taken towards the end of each trimester. If additional items are required this will be charged to all residents on a pro rata basis.

## DINING ROOM CONDUCT

The dining hall is a great place to socialise with your fellow residents. The following applies:

1. Treat the kitchen staff with respect.
2. The kitchen is out of bounds.
3. Shoes must be worn in the dining room at all times. Any resident who is not wearing shoes will be asked to leave the dining room.
4. Throwing food is strictly prohibited.
5. When you have finished eating, return all crockery, cutlery and any leftover food to the collection area. No cutlery or crockery is to be taken outside of the Dining Hall.

## CLEANING

Cleaners are contracted to clean the common rooms, hallways and shared bathrooms. Residents are responsible for cleaning the kitchenettes on their floors and a roster may be put in place.

Rooms are to be kept tidy, and in a condition that does not create health or safety hazards. Vacuum cleaners and mops are available for use. You are expected to bring your own cleaning products.

Room checks will be conducted from time to time. If your room is found in an unsatisfactory condition, you will be given a specific time to rectify the problem. If you cannot meet the required standard then your room may be cleaned by a commercial cleaner at your expense.

Should any communal spaces be left in a state

of unreasonable uncleanliness (for instance, in a bathroom or in the hallway) this needs to be cleaned by the resident/s. If this is not done to a satisfactory level it will be cleaned by a commercial cleaner at the resident/s expense.

If it is unclear who was responsible, the cost will be charged to all residents on a pro rata basis.

## COMPLAINTS

At Victoria House, we strive to treat your complaints efficiently and with respect.

If you have a complaint about the following:

1. A fellow resident.
2. A Residential Assistant.

Please see the Residential Life Manager.

If you are complaining about another resident, the Residential Life Manager will meet with you both (either separately or together) to rectify the situation. If you are complaining about a Residential Assistant, the Residential Life Manager will meet with you to discuss the complaint further.

If you have a complaint about:

1. The Hall Administrator.
2. The Assistant Administrator.
3. The Residential Life Manager.
4. Alliance Catering staff
5. Paramount Cleaning staff
6. Other contractors

Please see the Head of Hall.

If you have a complaint about the Head of Hall, please address a written complaint to the Victoria House Executive Committee. The written complaint can be handed to the Hall Administrator.

## ELECTRICITY

Power is included in the accommodation fees. Please be conscious of your power consumption.

## FURNITURE AND EQUIPMENT

Please check with Hall staff before bringing any furniture of your own.

All electrical equipment must have an electrical safety tag. Any items that are found untagged may be deemed unsafe to use in which it will be confiscated.

Mini fridges and TVs are permitted in bedrooms.

DJ equipment, large speaker systems, boom boxes and other loud equipment are not permitted. We also do not permit musical instruments to be used in bedrooms but residents have access to a Music Room.

You are responsible for removing any furniture at the end of your stay. If you do not do so, you will be charged for its removal and it can be disposed at the Head of Hall's discretion.

You can shift the Hall furniture supplied in your room around within the room, provided that no fixtures or fittings are unscrewed or taken down and you return the furniture to its original position before you leave. You may not place any communal furniture in your room.

## GENERAL SAFETY

For safety and security reasons, it is not permitted to:

1. Throw anything out of, or hang anything from any window.
2. Climb on or over any external railing.
3. Climb out of any window.
4. Use a fire exit only door when there is not a fire or fire alarm evacuation.

## INSURANCE

You are advised to take out a personal contents insurance policy. This may be possible through your parents' or caregivers' policy. We will not be liable for any loss of or damage (of any kind) to your property. Victoria House takes no responsibility for damage or loss of personal belongings.

## INTERNET ACCESS

Free internet access is provided for all residents. For Non-Victoria University students you will be able to access the VUW network as a guest. You will be required to agree to the terms and conditions upon each log in.

## INVENTORY

You will be asked to sign and return an inventory card on your arrival. Please ensure that all defects and missing items are noted on it, as you are held responsible for damage or replacement of the contents in your room.

## KEYS, ACCESS CARDS AND SECURITY

When you arrive at Victoria House, you will receive a room key, access swipe card and a food card. It is illegal to make copies of these. The swipe card will enable you to have 24 hour access into the Hall but certain entry points will be locked off from 10pm - 8am. A food card allows you to get meals. If you lose your access card, key or food card you will need to pay for a replacement.

Please be extremely responsible with your room key, access key and food card. In order to reduce the risk of theft please:

1. Lock your room whenever you leave it.
2. Do not lend your key, swipe card or food card to anyone at any time.
3. Keep your swipe card and key with you at all times.

2. Do not lend your key, swipe card or food card to anyone at any time.
3. Keep your swipe card and key with you at all times.
4. Report any lost key or card to the office immediately.
5. A charge applies in order to replace your food card, swipe card or key if it is lost.
  - a. Lost swipe card: \$25.
  - b. Lost key: \$155 to replace the key and the lock.
  - c. Lost food card: \$10.

No fellow residents, relatives or friends will be permitted to access your room in your absence without your written or verbal permission.

## LAUNDRY

Laundry facilities are provided by Victoria House. They are free to use. Residents need to supply their own laundry powder.

## MAIL

Mail will be sorted once a day and placed in your designated pigeon hole during weekdays. Parcels and courier packages can be picked up from the office during office hours. The Hall staff are happy to sign on your behalf for courier packages on weekdays but the Hall takes no responsibility for loss of mail and packages. You will be notified by email when your parcel has arrived.

Courier and postal address:

(Your full name)  
 Victoria House  
 282 the Terrace  
 Te Aro  
 Wellington, 6011.

## MAINTENANCE

If you notice anything in your room or any other part of the Hall that needs repairing, please log a

maintenance request on the online portal. Details to be given when residents arrive. For any urgent maintenance please contact the office or the Duty RA.

## PARENTS/CAREGIVERS ENGAGEMENT

We encourage self-reliance and personal growth of residents. As a resident, you are responsible for your own academic and personal choices. Any concerns or suggestions will be dealt with directly between yourself and Hall staff. At no time will any issue be discussed with your parents/caregivers unless there is serious concern for your welfare.

Arrival and payment information is only sent to yourself. Victoria House will protect your privacy and will not provide any personal information to parents/caregivers without consent. If a parent or caregiver is the Guarantor for a resident, it is up to the resident to discuss any financial problems with them. Residents have access to Financial Support Services at the University for help with budgeting and becoming financially independent. Parents/Caregivers are welcome to share any feedback, but the Hall will always contact the resident directly should the need arise.

## PARKING

We have limited carparks available for residents. This is allocated on a first in first serve basis and should be applied for before you move into the Hall. Parking costs are \$25 a week. Temporary parking is subject to availability. This is also \$25 regardless of whether your car is there for one night or seven. Victoria House does not take responsibility for any damage to cars.

## PETS

Pet fish are allowed at Victoria House. All other animals and pets are not.

## RECREATION

There are recreational facilities at Victoria House for your use. We ask that you not engage with any other activity that puts residents or the building at risk. Do not rollerblade, skate or bike inside the building. Also, ball, frisbee or hackey sack games are not permitted to be played in the building.

## RIGHT OF ENTRY

We reserve the right to enter rooms for maintenance, pastoral care and behavioural issues. Your room will only ever be entered in your absence for the purpose of ensuring your personal safety and wellbeing, the wellbeing of other residents, for improving the facilities or making necessary repairs. If Hall management requires access to your room, staff will attempt to notify you in advance, although this is not a requirement.

Residents are not permitted to obstruct any officer of the University, the Hall, fire wardens or authorised trade people in performance of their duties.

Legally, we cannot permit any other person, including friends and relatives, to access your room without your verbal or written permission having been given to Hall staff personally.

# HELPFUL CONTACTS

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We want you to know that you can always approach one of our staff members for help, for whatever reason, big or small, or even if you just need a chat. You can arrange to meet up with any one of our team to discuss your problem with them. If its urgent, don't hesitate to call, no matter what the time.

Here is a list of helpful contacts that you may find useful or necessary during the academic year.

Victoria University - Directory  
0800 842 867

Healthline  
0800 611 116  
[www.healthline.govt.nz](http://www.healthline.govt.nz)

Metlink  
0800 801 0700  
[www.metlink.org.nz](http://www.metlink.org.nz)

Recreation Services  
04 463 6614  
[rec-cent@vuw.ac.nz](mailto:rec-cent@vuw.ac.nz)

Student Health Services  
04 463 5308  
[student-health@vuw.ac.nz](mailto:student-health@vuw.ac.nz)

Student Job Search  
0800 757 562  
[www.sjs.co.nz](http://www.sjs.co.nz)

Student Learning Support Service  
04 463 5999  
[student-learning@vuw.ac.nz](mailto:student-learning@vuw.ac.nz)

Studylink  
0800 88 99 00

Vic Books  
0800 370 370

Vic Careers  
04 463 5252

Vic Finances & Advice  
04 463 6644

Vic International  
04 463 5050

Vic Information Technology Services  
04 463 5050  
[its-service@vuw.ac.nz](mailto:its-service@vuw.ac.nz)

VUWSA - Students Association  
04 463 6716

DUTY RA PHONE  
027 440 9249

Whilst every care has been taken to ensure that the information contained in this publication was accurate at the time of publishing, we reserve the right to change details at any time.

# CONTRIBUTORS

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Sean Harris

