

Victoria House INCORPORATED
Residents Handbook
2024



Victoria House

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WELCOME

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 (182 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, and 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.

STATEMENT OF INTENT

Victoria House is committed to meeting and exceeding the minimum standards of pastoral care under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

This handbook aims to provide clear, reasonable and accessible house rules, which are designed to promote and encourage:

- a. resident safety;
- b. a sense of community and belonging; and
- c. learning and personal growth.

As well as setting community standards, this handbook contains general information which all residents should be familiar with.

We carry out regular reviews of our accommodation practices to ensure they remain fit for purpose. As part of this process we will take feedback from residents into account, and we will gladly hear any thoughts, queries or concerns you may have throughout your time at Victoria House.

CONTACTS & OFFICE HOURS

VICTORIA HOUSE

Email: admin@vichouse.co.nz

Phone: 04 463 9040

Address: Victoria House
282 The Terrace
Te Aro
Wellington 6011

Office Hours: Monday – Friday
(9:00am to 4:00pm)

ACCOMMODATION SERVICES

Email: accommodation@vuw.ac.nz

Phone: 04 463 5896

Address: VUW Accommodation Services
2 Waiteata Road
Kelburn
Wellington 6012

Office Hours: Monday – Friday
(9:00am – 5:00pm)

MEET THE TEAM

EXECUTIVE DIRECTOR

The Executive Director 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 conducive to study and provides opportunities for residents to grow and develop. To help strengthen our commitment to pastoral care we have a manager who lives onsite providing additional after hours support.

STUDENT LIFE MANAGER

The Student 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 residents and oversee disciplinary procedures. The Student Life Manager also provides 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, refunds, applications, accounts and maintenance.

ASSISTANT ADMINISTRATOR

The Assistant Administrator is onsite Saturdays and Sundays from 8.00 am – 5.00 pm. 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, life's curve balls and student support services.

RESIDENTIAL ASSISTANTS

Residential Assistants (RAs) are appointed each Year to help build a safe community and organise and facilitate 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 Deputy Head of Hall/Head of Hall.

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 & PAYMENTS

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 **17 February 2024 to 09 November 2024**.
3. Confirmed your enrolment as a student with your tertiary institution.

To clarify: if you have not met your tertiary enrolment requirements by 26 January, your offer and place at Victoria House is automatically rescinded.

PAYING YOUR FEES

The following conditions relate to payment of fees.

1. Payment can be made via online banking, Direct Debit payment will be required for the weekly payment option.
2. There are three different options for structuring payment of accommodation fees. Please refer to the schedule of fees on page 12.
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.

International students and students without a New Zealand-based guarantor are required to pay for each full trimester in advance. This is because it is difficult to pursue debts outside New Zealand.

DEPOSIT

You must pay a deposit of **\$935** to secure your place at Victoria House. The deposit is comprised of:

A registration fee **\$250**

- > Contributes to the cost of the Hall handling your application.
- > Non-refundable.

An activities fee of **\$220**

- > 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.

Linen pack fee of **\$265**

We will provide you with a brand-new bedding pack. This includes (top and bottom bed sheets, duvet and duvet cover, pillow and pillowcase and an extra blanket.

An accommodation holding fee **\$200**

- > 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.
- > It will take 6 weeks to refund the accommodation holding fee after the end of the fixed term or the date you leave (whichever is later) minus any unpaid fees and charges, cleaning fees, communal and individual damage costs.
 - > Any refunds that are paid into international bank accounts will attract a processing fee from the banks. This charge will be passed onto the resident

Please note that the activities fee and the registration fee are separate from accommodation holding fee, and are non-refundable.

DEPOSIT RETURN

If you decide **not** to take your place at Victoria House, and provide notice in writing by **26 January 2023**, 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, minus the non-refundable registration fee. Withdrawal for any other reason will result in the refund of the activities Fee only.

EXIT FROM ACCOMMODATION AGREEMENT

All accommodation contracts are fixed term, which means residents are generally financially liable for the entire term of their Accommodation Contract.

There may be exceptional circumstances where a resident needs to leave Victoria House, in which case you will need to apply through the Release from Accommodation Contract process. This form can be obtained from the office.

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 of up to 6 weeks will also apply depending on the circumstances. These circumstances can include withdrawal from your academic programme, financial hardship, and medical or wellbeing issues. All notice periods start once you have vacated your room.

Any resident who wishes to leave without following the Release of Accommodation Contract process, 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 Victoria House management.

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.

UNFORESEEN CIRCUMSTANCES

Following the COVID-19 pandemic, Victoria House is particularly mindful that there may be disruptive events which mean that it is impossible for life to continue 'as normal'.

If such an event occurs, there are provisions in your Accommodation Contract which may be engaged to suspend both parties' obligations.

If it is impossible for Victoria House to provide accommodation to you, Victoria House will provide as much notice to you as possible so that alternative arrangements can be made.

In any case, Victoria House will take a pragmatic approach – it may be possible to continue to provide accommodation on different terms under an interim agreement (e.g. to implement physical distancing requirements). If any changes have to be made, these will last only as long as the disruptive event continues.

FINANCIAL GUARANTORS

Financial 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 regard to non-payment of fees which are not resolved with the resident, the guarantor will be contacted. Please note the following;

1. You cannot be your own financial guarantor; and
2. Victoria House also reserves the right to not accept an individual as a guarantor.

Victoria House Incorporated Fees Schedule



DEPOSIT

A \$935 deposit is required with your acceptance, this sum is apportioned as follows:

\$250	The Registration Fee (non-refundable)
\$220	Activities Fund (Hall Events and Activities)
\$265	Linen Pack (Full bedding pack) items outlined on page 10
\$200	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.

SCHEDULE OF BOARDING FEES

Fees are set by the Executive Committee of the Victoria House Society for the academic year of 2024, as follows:

\$494 per week – Single room rate

\$384 per week – Twin share room rate

PAYMENT OPTIONS

*Early payment options can be made before 26 January 2024. Please email admin@vichouse.co.nz to arrange this option.

*If 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 your account.

*First instalment needs to be paid in full prior to February 02, 2024 to secure your room. Payment plans are available from instalment 2 onwards.

*International students have 2 payment options available -Option 1 or option 2 only.

SELECTION OF PAYMENT OPTION

Please select your preferred payment option (tick payment option)

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

CREDIT CARD If you wish to pay your fees by credit card, please fill in the relevant details and select the relevant boxes below. Please contact the office on 04 463 9040 and we will process your payment.

Note all credit card payments will incur a surcharge of 2.61%.

Victoria House Incorporated Fees Schedule



OPTION 1	OPTION 2	OPTION 3
3% discount Upfront payment (Full academic year only)	Pay by 2 Instalments	Pay by 4 instalments
Due 02 February 2024	Due 02 February 2024 21 June 2024	Due 02 February 2024 12 April 2024 21 June 2024 30 August 2024
Single Room \$18,772	Single Room Instalment 1 - \$9,386 Instalment 2 - \$9,386	Single Room Instalment 1 - \$4,940 Instalment 2 - \$4,940 Instalment 3 - \$4,940 Instalment 4 - \$3,952
Twin Share Room \$14,592	Twin Share Room Instalment 1 - \$7,296 Instalment 2 - \$7,296	Twin Share Room Instalment 1 - \$3,840 Instalment 2 - \$3,840 Instalment 3 - \$3,840 Instalment 4 - \$3,072
Payment blocks	Instalment 1 (Feb 17 - Jun 29) Instalment 2 (Jun 29 - Nov 09)	Instalment 1 (Feb 17 - Apr 27) Instalment 2 (Apr 27 - Jul 06) Instalment 3 (Jul 06 - Sep 14) Instalment 4 (Sep 14 - Nov 09)

COMMUNITY STANDARDS

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 workshops and information 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 pm – 9.45 pm.
- Study breaks and exams are important time periods within the academic calendar. Victoria House is alcohol-free during these times.
- There will be designated areas for consuming alcohol. This will include 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 must not 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 must not consume or store alcohol within Victoria House.
- 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 is 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 x 330ml standard cans of beer per resident
 - > 4 x 335ml ready-to-drink (RTDs) per

- resident; or
- > 1 x 750ml bottle of wine per resident; or
- > 6 x 275ml standard bottles of cider per resident; or
- > 1 x 375ml 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 to all residents 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 liable for the amount outstanding.

Victoria House does not take any responsibility for any damage to residents’ personal property, including cars in the carpark.

DRUGS

Victoria House does not permit the use, possession or sale of illegal substances. You are responsible for what happens in your room. We reserve the right to take any investigative action including room searches.

If we have good reason to suspect that you are using, selling, or are in possession of illegal substances, you could be required to leave the premises immediately and the relevant decision-maker under the Student Conduct Statute will be notified within 24 hours, so that further investigation and appropriate action can be taken.

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.

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.

HARASSMENT

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 their age, colour, race, ethnicity or national origins, sexual orientation, gender, disability, or religious beliefs;
- is hurtful or offensive to that other person (whether or not that is conveyed to the person

- complained about); and
- 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; and/or
- using words that are threatening, abusive or insulting; and/or
- 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. Serious misconduct may result in permanent exclusion or eviction from Victoria House.

If you have been harassing others or causing disharmony, you may be required to leave Victoria House immediately, until the matter can be investigated and a final decision made. If you are required to leave, the appropriate decision-maker under the Student Conduct Statute will be notified within 24 hours and a decision will be made in accordance with the formal misconduct procedures contained in the 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 10.00 pm – 8.00 am. During study break and exams,

the quiet hours are from 8.00 pm – 8.00 am. There is to be no excessive noise at any time.

OUT OF BOUNDS

The Residential Assistants' rooms, kitchen, boiler rooms, roof, and ledges are all out of bounds to residents and their guests at all times.

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;
- responding to conflict or problematic behaviour on the floor;
- processing a difficult community event or shared experience; or
- making 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 gender, sexual orientation, race, ethnicity or national origins, 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.
- filming in public areas within the hall without the permission of management

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 Victoria House's Facebook page or any

personal pages. This is particularly relevant for photos and videos. You must always gain permission from someone whose photo or video 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

The buildings and grounds of Victoria House are entirely smoke free. This also includes vapes and e-cigarettes. An outdoor designated space will be advised at the start of the year

VISITORS/OVERNIGHT GUESTS

You are welcome to have visitors and overnight guests.

Visitors during office hours (Monday to Friday, 9am to 5pm) must sign in at the office.

Visitors between the hours of 5:00 pm and 10:30 pm must apply for a guest pass through our guest form. This can be done between office hours up until and including the day of the visitor's arrival.

Visitors staying at Victoria House overnight must apply for a guest pass up to midday on the day of the visitor's arrival. Management will then approve or decline your request. Management reserves the right to decline any request for a guest pass.

If your application for a guest pass is approved, you will receive a guest pass electronically. If requested by staff, this is to be produced by the visitor.

Residents must 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 they are in the building. If your guest causes damage, you are liable for full costs. As a resident of Victoria House you must not let your guest have access to your keys or swipe card.

Only one guest per resident is permitted at one time. 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. Under 18 guests are not permitted to stay onsite.

HEALTH & SAFETY

All residents must 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 hall staff any matter that may be, or may create, a health and safety issue.

Victoria House may issue new health and safety directions or update existing policies from time to time. Please ensure that you remain familiar with any new and existing policies during the term of your accommodation.

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 183 people living together and 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.

Residents must comply with all laws, rules and regulations which are applicable during the term of your accommodation (such as physical distancing).

FIRE SAFETY

General Rules & Procedures

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

1. Visitors and overnight guests must be registered. Please refer to the Visitors/ Overnight Guests section on page 17.
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 obstruct or hang anything from smoke detectors. This area is to be kept clear.
4. All electrical items must have an electrical safety tag that confirms it has been tested for safety reasons.
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. This also includes the cost to reset the alarm by the alarm technician.

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, 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. Place all clear sign on door handle
3. Leave the building immediately using the

- nearest fire escape
4. Proceed to the designated assembly area
 5. 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.

EMERGENCY EVACUATION PROCEDURES

There are notices displayed throughout the buildings about the emergency evacuation procedures. Please be familiar with them. Please place all clear sign on door handle when you evacuate. 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 & 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. This includes the use of personal power tools. A Projects Room is available for use.

Firearms & 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.
3. Climb out of any window.
4. Use an emergency exit only door outside of an emergency or fire alarm activation.
5. Any breach of these rules will result in disciplinary action.

GENERAL POLICIES & INFORMATION

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 Deputy Head of Hall. 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, 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
(you will be advised closer to move in day as to whether you require single or king single linen)
2. Towels
3. Drinking mugs, teaspoons and tea towels
4. Toiletries and laundry powder
5. Headphones
6. Storage box for food
7. Laundry basket or bag
8. First aid kit
9. Torch
10. Rubbish Bin

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.

Drying clothes in the room is not permitted. There is a clothes drying area in the laundry.

ALLOCATIONS/BEDROOM CHANGES

You will find out your room allocation on move-in day. Room changes are not permitted within the first six 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 Student Life Manager. The Student Life Manager may reject or accept your application based on their discretion. There will be a \$50 charge for any room change.

CATERING

Victoria House provides three meals a day Monday to Sunday. 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 3.00 pm 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 residents responsible. If this is not done to a satisfactory level it will be cleaned by a commercial cleaner at the residents' expense.

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

CONFIDENTIALITY

Staff endeavour to treat everyone with the utmost respect and confidentiality. However, there are occasions where it is necessary to contact other concerned parties outside of the Hall; for example, parents, emergency contact people, financial guarantors and other relevant staff from your tertiary provider.

In addition, we are unable to give any information relating to a resident if it is requested by an external party.

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; or
2. a Residential Assistant

Please see the Student 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; or
2. the Student Life Manager; or
3. Alliance Catering staff; or
4. Paramount Cleaning staff; or
5. 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.

Victoria House maintains a written record of any complaints which allege a breach of pastoral care duties.

DISPUTES

There are also options external to the Hall for you to consider for seeking resolution should you not be satisfied with the outcome of your complaint. You can contact the following:

VUWSA:

www.vuwsa.org.nz/advocacy

Tertiary Education Commission helpline:

0800 601 302, online at www.tec.govt.nz or email complaints@tec.govt.nz

New Zealand Qualifications Authority:

www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider

Office of the Ombudsman:

www.ombudsman.parliament.nz

New Zealand Human Rights Commission:

www.hrc.co.nz/enquiries-and-complaints

ELECTRICITY

Power is included in the accommodation fees. Please be conscious of your power consumption, and remember that all electrical equipment needs to be tested and tagged to ensure it is safe.

Any items that are found which are not tagged may be deemed unsafe to use, in which case those items will be confiscated.

FEEDBACK

We put our residents' satisfaction and experience at the forefront of everything we do, and we welcome your feedback and ideas. If we can make your experience better, don't wait until our formal survey—tell us now.

The starting point if you can't resolve a matter yourself is to speak directly to a staff member you know or to approach the office for help. Health and safety, hall facilities and maintenance, catering, cleaning, and ongoing noise issues can usually be resolved through this mechanism.

There is a suggestion box in the dining hall, and

our staff are always ready to listen to, and respond to, your feedback.

In all situations, we encourage you to speak with a staff member. Other avenues for resolving issues impacting your floor or the hall include the following.

Floor meetings – participation in our regular floor hui will also enable you to talk about how your experience is going, and to influence the shared norms, standards, and values your floor has set for your community. This is a good place to raise and resolve common room issues and matters that affect everyone on the floor.

Resident Association – this is a committee made of resident representatives. They are elected at the beginning of the year. They meet with Hall management regularly to discuss matters relating to halls life.

Victoria University of Wellington Students' Association (VUWSA) Halls Committee – in all halls, two or more representatives are elected to the VUWSA Halls Committee. This is the place where the elected representatives can raise issues and give opinions on behalf of fellow residents. The committee ensures that the student voice from residents is heard, and supports residents' wellbeing. If you have any issues, you can bring these up with your hall's representative and they can advocate for you

Sensitive issues such as harassment of any form, including allegations of sexually harmful behaviour, issues with the behaviour of another student or staff member, fear of reprisal, or matters relating to the pastoral care of an individual, are treated confidentially and not discussed in groups or with other residents who are not directly involved. These will be resolved with the support of hall management, and may include a student support coordinator, a member of the Student Interest and Conflict Resolution team, and any nominated support person

FURNITURE & EQUIPMENT

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

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 of 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.

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. Your insurance provider may require specific information about your room. Please contact the main office.

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 form 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 and access swipe card. It is illegal to make copies of these. The swipe card will provide you with 24 hour access into the Hall but certain entry points will be locked off from 10pm - 8am.

This also allows you to get meals. If you lose your key and/or your swipe card, you will need to pay for a replacement.

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

1. Lock your room whenever you leave it.
2. Do not lend your key and swipe 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 swipe card or key if it is lost.
 - > Lost swipe card: \$25.
 - > Lost key: \$220 to replace the key and lock.

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

LAUNDRY

Laundry facilities are a free service provided by Victoria House. Residents need to supply their own laundry powder. There are also irons provided in the Laundry.

MAIL

Mail can be picked up from the Hall Mailbox by the office. 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 (further details to be given upon arrival). 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.

However we will contact your parents or caregivers if there are serious concerns about your safety, health, welfare, behavior, or if you become uncontactable.

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 \$30 a week. Temporary parking is subject to availability. This is also \$30 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.

PHOTOCOPYING

There is a photocopier available for use by the office. It is activated with the use of your swipe card. Printing costs are advertised by the photocopier. They range from \$0.02 to \$0.08 per page. This is subject to change. Credit is loaded onto your swipe card when you move in. Additional credit can be purchased at the office in which it will be loaded onto your swipe card.

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, ballgames are not permitted to be played inside the building.

RIGHT OF ENTRY

We reserve the right to enter rooms for 3 reasons:

1. If there is significant , pastoral care concerns that impact on your own safety, or the safety of others.
2. If there is significant behavioural concerns, that have a negative impact on other residents within the hall
3. For maintenance requests in which you have given permission for a contractor to enter your room if you are not present. You are given this option when you log a maintenance request or you can choose to be present when maintenance is being undertaken

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, emergency 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.

RUBBISH & RECYCLING

It is expected that all personal rubbish from bedrooms is taken to the skip bin in the garage. Recycling bins for cardboard, paper, bottles, cans, and plastics are provided.

All rubbish and recycling bins located around the hall are emptied by the cleaning team.

UNDER 18

Our support and engagement for under-18-year-old students is the same as for all first-year hall residents, with the following variations.

- We will place you on an alcohol-free floor with other students of a similar age, unless you will turn 18 soon after moving in. An alcohol-free floor can be requested in your application. You are free to visit other floors where other students may consume limited alcohol within the hall rules. If you turn 18 during the year, we will be responsive to a request to change you away from the alcohol-free floor if a room is available.
- There will be events at the hall where alcohol may be accessible to attendees. In these instances, you will be allowed to attend the event, but you will be identified as underage and will not be served alcohol. You may need to wear an identifying bracelet or similar.
- The hall does not have jurisdiction to monitor or limit alcohol or illicit-substance consumption that may occur off-site. If the hall becomes aware of illegal consumption, our staff will speak

directly with you with an educational focus. If we observe ongoing abuse of illegal substances, or alcohol, staff will arrange a meeting with you and your emergency contact to agree on a behavioural plan.

- Our staff will oversee how often you take part in floor and hall activities and will advise your emergency contact if there are concerns about your disengagement. The safety and wellbeing of our residents is important to us, and we acknowledge that a parent or caregiver may best understand the support needs of their teenager. If we are concerned for your safety or wellbeing, we will arrange a telephone meeting with you both to work together to support you. We may include other support staff from the University. As a restorative hall, our first step will be to discuss a behavioural concern directly with you. A support person will be available to you if the matter is sensitive. If you or your parent or caregiver have any concerns about a matter that has been raised with you, the Executive Director will be responsive to a request to discuss the matter together

HELPFUL CONTACTS

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 it is 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

Mental Health Helpline
Text or call 1737

Metlink
0800 801 0700
www.metlink.org.nz

Recreation Services
04 463 6614
rec-cent@vuw.ac.nz

Student Health Services
04 463 5308
student-health@vuw.ac.nz

Student Job Search
0800 757 562
www.sjs.co.nz

Student Learning Support Service
04 463 5999
student-learning@vuw.ac.nz

Studylink
0800 88 99 00

Te Haika
0800 745 477

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

VUWSA - Students Association
04 463 6716

DUTY RA PHONE
027 440 9249

TY-TWO FRIENDSHIP CO
SS TWENTY TWENTY-TW
UNITY SUCCESS TWENT
RIENDSHIP COMMUNIT
TY TWENTY-TWO FRIEN
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