



Aratohu Kainoho
Resident Handbook
2022

Ka ora kāinga rua

UC  UNIVERSITY OF
CANTERBURY

UniLodge

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Kuputaka | Glossary

Academic sanction	A notification applied to a student's record with The University of Canterbury. Some sanctions may restrict access to resources, such as the ability to enrol, amend subjects, access results, or graduate.
Ākonga	Student and resident of UniLodge Christchurch
AGM	Area General Manager
Huarere	Weather
Iwi	Tribe, nation, extended kinship group descended from a common ancestor and associated with a distinct territory
Kāhui	Neighbourhood group
Kai	Food
Kaimahi	Staff
Kainoho	A person residing at UniLodge Christchurch
Kaipupuru Rawa	Maintenance Coordinator
PMO	Property Manager - Operations
Kaitiaki Paenga	Security Coordinator
Kiripaepae	Customer Service Coordinator
Manaakitanga	The reciprocal process of showing respect, support, hospitality, kindness, generosity, and care to others.
Oranga	Wellbeing
Pou Tiaki	Night Manager
Pupuru Rawa	Property Maintenance
Reo Māori	Māori language
Residence	UniLodge Christchurch
Resident	A person residing at UniLodge Christchurch
Resident Handbook	The document that outlines the rules and obligations between UniLodge and a student who wishes to reside at UniLodge Christchurch
Residential Tenancy Agreement	Legally binding contract between UniLodge and a student who wishes to reside at UniLodge
RLP	Residential Life Programmes
Rongoā	Traditional Māori medicines, remedies, and treatments
StarRez	Property management software used to manage the end-to-end lifecycle of a student's residence
Student	A resident of UniLodge Christchurch

Student Conduct Policy	The University of Canterbury expectation for student behavioural standards
Student profile	Residency records maintained within StarRez for each student
Taupaeapae	Reception
Residential Advisor	Residential Advisor
Tiaki Paenga	Security
Tikanga/ Tikanga Māori	Correct Māori cultural procedures, customs, methods, practices, and protocols that support the operation and functions of the whare
UniLodge	The manager appointed by the University to oversee the day-to-day operations of UniLodge Christchurch and instil the rules as outlined in this document
University	Te Whare Wānanga o Waitaha University of Canterbury
Whakataukī	Proverb or saying
Whakawhanaungatanga	Process of establishing relationships, relating to others well
Whānau	Family
Whare	House, residence

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1. Welcome

Kai ngā ihoiho o ngā maunga whakahī e tū kāwekaweka mai nā i ō koutou rohe houkura, nau mai, tauti mai! Tēnā koutou katoa.

We would like to welcome you to our 2022 UniLodge family of academic scholars. We trust that your stay here will be both enjoyable and productive. Ka ora kāinga rua - this whakataukī acknowledges that this Unilodge Christchurch, will be your home away from home. Moving away from whānau and the familiar can be quite daunting. Rest assured alongside the **all other ākonga (students)** and Residential Advisor, we are here to facilitate a smooth transition and manage the rhythms of the academic year in a safe and supportive residential setting.

All our team are aware that you are here not only to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments, we will work with our residents to help teach you all how to prepare for success at UC. The Aratohu Kainoho Resident Handbook (this document) is designed to ensure that everybody understands and observes the requirements and rules so that all ākonga can enjoy their stay.

As a cohort, you may not only be from Aotearoa but from all around the world. You study a variety of subjects, have a wide range of interests and talents, and have diverse cultural backgrounds. We will embrace diversity and similarities to produce a tight-knit and vibrant community, one in which we have confidence you will be able to make lifelong friendships and memories.

Most of the information in this handbook is based on common sense and has already been explained during your initial sign-up process. Our requirements and rules ensure the COMFORT, SAFETY, HEALTH and SECURITY of all students.

We hope that this handbook will also prove useful in answering any questions and in assisting you with the most common issues that may occur. We have team members on duty 24 hours a day, should you not find the answer you are looking for here, please give us a call.

The whānau of UniLodge commit to create an atmosphere that provides ākonga with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Ōtautahi Christchurch at Te Whare Wānanga o Waitaha | University of Canterbury.

Please read through this guide thoroughly to help you settle in. It is a useful reference tool to come back to throughout the year if you have any uncertainties.

We wish you an exciting year of self-discovery, success, and memory-making.

2. Residential Advisors

A Residential Advisor

Provides manaakitanga to our ākongā and serves as an essential resource to them

- Will engage proactively with all students
- Has a good understanding of campus services
- Knows, abides, and reinforces all tikanga, rules and regulations of UniLodge Christchurch as outlined in the Residential Rules and Resident Handbook
- Develops community
- Creates an environment where the needs and concerns of all are heard and respected
- Promotes and supports an environment that encourages academic and social development
- Collaborates on, supports, and attends residential activities and events
- Provides support to ākongā
- Assists students with academic, personal, and social concerns, and refers them to appropriate residential staff and support services when necessary
- Assists with mediation and crisis situations
- Works with appropriate residential kaimahi to resolve maintenance issues and safety concerns

3. I mua i tō taenga mai | Pre-arrival

3.1 What should you bring with you?

We recommend that you bring all your medications, personal health products and items that make you feel at home.

You will also need:

- Duvet and duvet cover (we recommend a queen so you can use it in your second year at UC)
- University essentials
- Stationery
- Coursebooks, etc
- Pillow and pillow slip
- Towels
- White Tac for posters and pins for pinboard
- ID and community services card
- Coat hangers
- Personal first aid kits
- Your favourite coffee mug
- Washing basket
- A positive attitude

3.2 What you should not bring with you

- Fridge, heater, rice cooker, electric jug, electric iron, electric blanket, or extra furniture
- Fireworks
- Bed
- Candles or incense
- Anything that can be consider offensive or pose undue risk
- Any kind of pet
- TV

3.3 Are you immunised?

As of the 1st of September 2021, all students are eligible to their covid vaccination, do the right thing; protect yourself and protect those around you. UniLodge encourages all residents to be immunised (unless for a medical reason you cannot receive a vaccination)

It is recommended that all ākonga are fully immunised including against measles, mumps, rubella (MMR), meningococcal ACYW, meningococcal B and pertussis (whooping cough).

The varicella immunisation is also recommended for students who have not had chicken pox or who have not already completed a course of the varicella immunisation.

Meningococcal vaccines

Meningococcal disease is an infection caused by bacteria. It can develop in just a few hours and lead to two serious and potentially life-threatening illnesses – meningitis and septicaemia. Young adults living closely with others are at high risk.

The UC Health Centre strongly recommends students are vaccinated before you arrive at your residential hall – there are two vaccines available. Menactra/Nimenrix protects against strains A, C,

W and Y, and is free for all domestic students up to 25 years living in/about to enter halls of residence. Bexsero protects against strain B meningococcal disease.

Contact your GP for more information or visit www.canterbury.ac.nz/healthcentre/our-services/vaccine-info/

3.4 Medical

If you require a fridge for medication or a sharps bin, please let us know before you arrive.

Please let us know of any medical conditions that may affect you while you stay with us, it will not affect your application!

3.5 Insurance

Before you arrive to stay at UniLodge Christchurch we strongly recommend that you arrange insurance for all your personal belongings including, but not limited to, cars motorcycles, bicycles, computers, and personal effects. **UniLodge and UC do not carry insurance for residents' belongings.** Your whānau household policy insurance may cover children's personal belongings, but please check with your whānau first - never assume with insurance.

UniLodge Christchurch accepts no responsibility for any damage, loss, or theft of students' possessions.

3.6 Car parking

We have limited parking at UniLodge Christchurch villages, although we cannot guarantee that we will be able to provide facilities to every car-owning resident.

All cars onsite must have a current WoF and Registration and a valid UCA parking permit.

4. Tō Wāhi Noho | Your Living Space

All electrical items must be tag tested before you arrive onsite.

4.1 Room allocation and room change

Room allocations are made with careful thought and consideration. We always encourage a preference, but we cannot always provide for that preference. If you are unhappy with your room, we ask that you stay in there for at least two weeks, put up some personal belongings and try it out before requesting a room change. We cannot guarantee a room change at any point in the year.

We will not change your room in the first two weeks.

4.2 Room Inventory

You will be emailed a link to the room inventory form on your arrival. You will need to complete it and email it back within 48 hours. You will need to note all issues in the room even if you think it is not too bad.

We expect that when you leave at the end of the year, the room will be in the same condition in which it was found at the start.

4.3 What is Provided

Bed, desk, wardrobe, chair, drawers, lamp, and heater.

4.4 Room Cleaning

The Housekeeping team will tidy up communal areas regularly. It is the responsibility of the student to ensure your room and flat is kept in a safe and hygienic state on a day to day basis. Communal areas will be. Regular room inspections are performed throughout the year.

4.5 Changing Rooms

A charge of \$100 plus an additional cleaning fee starting at \$100, depending on the cleanliness of the room, will apply on each occasion that the resident requests, and is granted, a move from one room to another within UniLodge Christchurch.

4.6 Entry into Rooms

Staff reserve the right to enter any room at any time for any purpose reasonably connected with the wellbeing, welfare, and safety of people or for inspection/ maintenance of UniLodge Christchurch property.

Staff will always follow the three knock policy.

4.7 Miscellaneous

- Please take care when putting items on the wall. Only use WHITE-tac.
- The cost for repairing damage (other than 'wear and tear') will be invoiced to your account.
- Any questions about room furnishing should be directed to your Residential Advisor in the first instance.
- You are fully responsible for your room and the behaviour of visitors and happenings within, whether you are present or not.
- Be noise aware at all times.
- There will be no room swaps, without permission from the PMO or RLM
- Please do not move furniture out of your bedroom or communal spaces.
- To ensure that your room is adequately ventilated, please open windows daily.
- Sustainability is a key part of our mission here at UniLodge Christchurch. Please use the recycling bins located in your communal rooms whenever possible.
- Personal heaters, refrigerators, electric jugs/ coffee machines and toasters or anything used to cook are not permitted in bedrooms.
- All electrical appliances must be certified.

5. Kai | Catering and Facilities

5.1 Dining Times (catered accommodation only)

Dining times will be listed at the dining hall in your respective accommodation.

5.2 Dietary Requirements and allergies

Please let us know if you have any dietary requirements or allergies, each service we will have a range of options that cater for vegan, vegetarian and omnivores. Once we know our cohort requirements, we will work out the best way forward with those who are dairy free, coeliac or gluten intolerance.

So, it is important you let us know before you arrive!

5.3 Facilities (depending on your location)

- Kāuta | Kitchen
- Printing & Photocopying
- Lounge areas
- Study Lounge
- Private Study rooms
- Music Rooms
- Media room
- Games room

If you would like to know more about any of the facilities at UniLodge Christchurch please ask your Residential Advisor or one of our Kiripaepae in the taupaepae (reception) team.

5.4 Laundry

Laundry facilities are readily available in UniLodge Christchurch. Regular washing is beneficial and is part of your responsibilities as a student. Whether you choose to do a load on your own or band together as a group, please remember the following:

- Pick up your washing in a timely manner so that your fellow Residents can have a go at theirs.
- Do not leave your washing scattered around while drying them. If a washing line is available, please use that instead.
- You are more than welcome to dry your clothes in your room, however, please bear in mind to only do that while you have your windows open. Ventilation is key to removing moisture, this will help keep your room nice and dry as well.
- Do not dry your clothes using the heater.

5.5 Etiquette - Catered

Appropriate behaviour and a reasonable standard of dress while queuing and dining is expected. This includes the wearing of shoes. Jandals/ slippers (with hard soul) are acceptable, sitting down while eating, no offensive messages on clothing, no PJs or onesies.

- Please store bags outside of the Wharekai | Dining Room (not on the floor).
- Please ensure to wash your hands for 20 seconds with soap and use the sanitiser before going to the buffet.

- Only take what you can eat, do not waste food on purpose.
- Scrape any food scraps into the bin and place crockery and cutlery into the racks provided, ready for washing.
- Please do not remove crockery and cutlery from the dining areas.
- If there is an issue with a meal let us know, we cannot fix it unless we know about it.

5.6 Etiquette – Self-Catered

- Please store bags on the floor while preparing meals.
- Please ensure to wash your hands for 20 seconds with soap and use the sanitiser before preparing your meal.
- After your meal, please ensure you dispose of scraps and rubbish appropriately.
- Please ensure you clear up any spills you have immediately.
- Please ensure you clean your own dishes and leave the benches clear and clean for other residents to use.
- Please ensure you store your food correctly for your own health and wellbeing, please do not hesitate to ask a team member if you are unsure.

6. Residential Life Programme

Residential Life is an integrated, contemporary, residential life programme, run by UniLodge for our Residents. It is designed to support and bring out the best in each Resident through the duties and activities carried out by senior Residents - Residential Advisor, RLM, the PMO and the Area General Manager.



6.1 Bicultural Competence and Confidence

UC is working towards an education system that includes te ao Māori, Māori world views, and mātauranga Māori, Māori indigenous knowledge systems, the land and their relationships with Tangata Tiriti (non-Māori people living in Aotearoa). The UC Graduate Profile provides a framework for bicultural competence and confidence, which is the ability to interact confidently and appropriately with people from different backgrounds.

It goes beyond an awareness of, or sensitivity to, another culture to include the ability to use that knowledge in intercultural situations. It is focused upon the inclusion of mātauranga Māori and mātauranga Ngāi Tahu, Ngāi Tahu knowledge, within undergraduate degrees. The sense of belonging and commitment to Māori aspirations is made manifest for Māori.

UC is a committed bicultural university operating in an intercultural world. We not only recognise the role of, and partnership with Ngāi Tūāhuriri and Ngāi Tahu as the local hapū and iwi who are mana whenua, we also aim to embed a bicultural perspective in all our learning, teaching, research and in everything we do. We also acknowledge the unique connection we have in Aotearoa through shared narratives that reach across the Pacific.

Ākonga who reside at UniLodge Christchurch will be entering a whare that values, respects, encourages and normalises mātauranga, tikanga and te reo Māori (Māori knowledge, protocols and language) as the indigenous language and people of Aotearoa. UniLodge Christchurch is a whare that supports the use of all languages and is inclusive of all people from all cultures and backgrounds.

We value manaakitanga at UC and within our whare, UniLodge Christchurch. We promote a culture of mutual respect, tolerance, and celebration of diversity and will provide opportunity for the building of bicultural understanding, within an intercultural context. We aim to create an environment where everyone feels respected and looks out for everyone else. A community where residents feel they belong and can share a sense of whānau, and where friendship and whakawhanaungatanga are valued. We aim to provide opportunities for residents to interact with, learn from, and value everyone.

UniLodge Christchurch offers a balanced programme of activities that supports Resident life across many dimensions such as: standard of living and quality of life, cultural, mental and physical health and wellbeing, academic and personal achievements, personal and social relationships, safety and security and community connectivity.

6.2 What kind of programmes will be run?

- Social responsible activities that focus on whakawhanaungatanga (establishing and strengthening relationships) such as getting ākongā involved in raising much needed funds for a charity initiatives like Movember, or participation in community activities and with the student Army.
- There will also be opportunities to work with the Te Hunga Tūao | Student Volunteer Army and other student clubs
- Educational and special interest forums, seminars and focus groups
- Life skill sessions such as budget workshops, interview skills, and resume writing workshops
- Game nights and movie nights
- Community driven events with Te Hunga Tūao | Student Volunteer Army and other student clubs such as Te Akatoki Māori Students' Association.
- Sporting activities such as netball, mau rākau, basketball, rugby, cricket – kai a koe te tikanga, it is up to you!
Themed parties and activities that support and encourage the strengthening of cultural understandings including the normalisation of te reo Māori and other Pacific languages.

6.3 Attending Events

Attending and signing up for events is easy, you can register for events via the Student App. The wide range of events will be loaded via the Student App for the upcoming months so you can see what events are coming up and choose the ones you wish to attend, so simple! Our Kiripaepae at our taupaepae (reception) can assist you or answer any questions you may have.

6.4 Photos at Events

Photos at CSP events will be taken, and from time to time we will use these to post on social media or in marketing materials. If you would like us to remove a picture of you, please contact our taupaepae (reception).

7. Tō Haumarū | Security

7.1 Things to remember

- Kia haumarū to haere - avoid walking alone at night.
- Kia whai hoa - travel with a friend whenever possible.
- Hīkoi haumarū atu, hīkoi haumarū mai - always use well illuminated walkways and recommended walking routes at night.
- Kia mataara - report any unusual behaviour to security, even the smallest incident.
- Kia marutau - ensure that all vehicles are locked when parked.

Access to the hall after dark will be restricted to the main entrance

Do not allow tailgating through external doors

UC security will accompany you to your hall if requested at night

If you are uncomfortable at any time, call Tiaki Paenga | Security on extension 92888, or 0800 823 637 (off campus or by cell phone) and ask for assistance, it is just good sense to do so.

7.2 Keys

Do not lend your keys to other people.

Lost or damaged your key? Report it to your Residential Advisor or Kiripaepae at reception. Replacements can be requested from UC Security. If you lock yourself out, you will receive three complimentary lockouts, then you will be charged \$25 per lockout.

Please do not give any other person entry into buildings unless they are your registered guest. This is a security risk.

7.3 Cyber Safety and Security

The internet access provided at UniLodge Christchurch comes with responsibility.

For your own protection, do not share your password or username (guest WiFi is available throughout the hall for visitors not studying at Te Whare Wānanga o Waitara | University of Canterbury). No Information and Communication Technologies (including mobile phones, laptops, tablets, etc.) should be used to; upset, offend, or harass other members of the community (residents, staff, or visitors) even if meant as a joke. Internet connectivity provided at UniLodge Christchurch should not be used to operate a business or carry out illegal or unethical activities.

Be aware that the university monitors traffic and material sent and received using their network. Excessive downloading by an individual may be followed up.

7.4 Confidentiality

Kaimahi (staff) at UniLodge Christchurch will endeavour to treat all residents' concerns and private details with respect and confidentiality. However, there are occasions when it may be necessary for staff to contact or disclose information to concerned parties outside the UniLodge Christchurch. This may occur when:

- There is clear imminent danger to students or staff
- There have been serious breaches of the regulations
- Issues with the payment of accounts
- If you are over 18 years old, we cannot discuss anything personal about you with your parents without your consent (unless listed above, via the guarantor only)

8. Pupuru Rawa | Maintenance

If anything in your room or another part of the residence needs repairing, please let us know via StarRez Maintenance Portal. If anything needs urgent or emergency attention please ring, come by the taupaepae (reception) or contact the Duty Residential Advisor.

8.1 Maintenance Response

We work hard to quickly resolve all maintenance jobs. Once you have logged a maintenance request, you can expect the following response times:

- Low **3 months** (scuff marks)
- Medium **5 Days** (Carpet stain)
- High **24 hours** (minor leak)
- Urgent **4 hours** (health and safety issue)

However, sometimes it may take a bit longer than expected depending on the circumstances of the job. When that happens, we will always endeavour to keep you up to date. If you would like an update you are more than welcome to enquire at reception.

8.2 Building-wide Maintenance

Throughout the year UniLodge Christchurch will undergo maintenance and checks to make sure our building is intip top shape. We will notify all residents at least 48 hours before any occurs.

9. Wehenga i te Whare | Departing the Residence

At the end of your residential agreement you will need to depart the residence. To prepare for departing the residence you will need to work with kaimahi of UniLodge Christchurch to make sure all the correct steps are followed. Generally, you will need to provide a departure date, arrange a room inspection, tidy and clean your room, settle your account and hand back your keys and/or swipe card. More information will be provided at least one month prior to your departure.

9.1 Withdrawing from your Residential Agreement early

When you accepted your Residential agreement, you agreed to remain in residence and pay for the entire residential period. If you find that you cannot continue with your study and wish to withdraw from your agreement you must first speak with your RLM to complete the required paperwork. There are financial consequences for withdrawing from a contract early and your RLM can talk to you about them. UniLodge work in partnership with the University in regards to all withdrawals on a case by case basis.

Early Termination Fee will be equal to six weeks of the Residence Fee from the date you depart, UniLodge Christchurch will refund a proportionate amount of that Early Termination Fee if a replacement resident is found within six weeks of the termination date.

10. Whanonga Kino | Misconduct

10.1 Damage and Consequences for Breaking Rules

Kainoho are responsible for any damage to their room.

- Any resident who damages property in UniLodge Christchurch will be expected to pay the full cost of repair or replacement and this will be charged against their account.
- Graffiti: decoration of walls or furniture with graffiti of any description is not permitted.
- If the damage is considered wilful then the Accommodation Contract may be terminated, the resident may be asked to leave UniLodge Christchurch, and if deemed appropriate Te Pirihimana o Aotearoa New Zealand Police may be involved.
- Damage to property in UniLodge Christchurch should be reported immediately to staff.

10.2 Immediate Eviction

UniLodge and UC promote tolerance, courtesy and care for others and the different needs within the community. Management reserves the right to issue written warnings to residents whose behaviour is found to be unacceptable.

Kainoho who have received a warning and continue with unacceptable behaviour will be asked to leave immediately and be issued in writing an eviction notice.

Immediate eviction may occur in the following circumstances:

- Carrying, using or distributing illegal drugs or other illegal substances.
- To be involved in the harassment of or discrimination against another resident, staff member or person
- To be involved in the sexual and/or physical assault of another resident, staff member or person.
- To be involved in theft of another person's property.
- To continue to engage in unacceptable behaviour as described in the Occupancy Agreement or this handbook after management has issued a warning.
- Any action which threatens to cause harm to another resident.
- Any behaviour which is against the law may also lead to eviction and the police being contacted

10.3 Restorative Justice

Restorative justice helps you put things right.

A restorative justice conference is an informal, facilitated meeting between a victim, offender, support people and any other approved people.

At a restorative justice conference, you will have the chance to: take responsibility for your misconduct apologise to your victim decide how to put right the harm you have caused, find ways to make sure you do not repeat behaviours. A trained facilitator will be at the conference to keep everyone safe and supported. They will also ensure the discussion stays on track.

Restorative justice takes place before any disciplinary outcomes are reached. The resident life manager will consider any agreements made during the restorative justice conference at the time of deciding the outcome.

Serious misconduct process will be conducted by the PMO and any services deemed appropriate.

11. Pūnaha Nawe | Complaint Process

UniLodge aims to resolve resident complaints in a transparent and fair manner. With respect to our privacy policy UniLodge will disclose to the complainant any requested information or documentation required to fully address the complaint.

Our objective in providing a complaints process is to allow our residents to air their grievances in a constructive manner with a focus on reaching a mutually acceptable solution. Where a mutually acceptable solution cannot be reached, UniLodge may refer to the resident handbook or to your Occupancy Agreement in response to your grievance.

UniLodge aims to reach resolution of the complaint in a reasonable time frame, with a focus on minimising any ongoing impact to the resident engaging in the complaints process.

Step 1: Contact the Residential Advisor or residential life manager (RLM) at UniLodge Christchurch. Explain your grievance and your desired outcome.

The Residential Advisor (RLM) will respond to your complaint within five business days and may request to meet with the complainant as part of reaching a solution.

(Not resolved?)

Step 2: Contact the PMO via email and submit the details of your complaint in writing. PMO will request a meeting to discuss the matter further.

(Not resolved?)

It is important to remember that you have signed an Occupancy Agreement. An Occupancy Agreement differs from a Tenancy Agreement quite significantly.

Step 3: Should you be unhappy with the outcome from your complaint you can escalate it to the UCSA, or the University Grievance Coordinator to discuss your concerns and your options (phone number 03 369 0292).

Step 4: Should your concerns not be resolved by these internal grievance procedures; you can then pursue an external complaint through Mana Tohu Mātauranga o Aotearoa | NZQA. You can submit your complaint query on the NZQA website or send an email to risk@nzqa.govt.nz. If you need more information, contact NZQA on 0800 697 296.

12. Whai Taunaki, Whai Oranga | Advocacy and Welfare

There are times where you might be worried or concerned about someone in our community, a friend, or whānau member. We encourage you to start a conversation, its ok not to be ok. You do not need to be an expert to reach out- just be a friend and listen. If you are worried about a friend but you do not want them to know you are concerned, we encourage you to fill out a care report (covered later in the handbook). We can then touch base with the resident you are concerned about.

We have set out our rules and guidelines to promote and safe and productive environment for all those in our care. It is designed to foster our expectations of who we are.

We are open and able to hear other points of view

We have a sense of connection with people and an interest in the well-being of others

We are willing to abide by group and UniLodge Christchurch agreements

We are willing to speak up

We are willing to be quiet and listen

We have a healthy sense of self

UniLodge Christchurch is a whare that values manaakitanga - we encourage everyone to behave in a way that reflects this value at all times.

Tips on taking care of yourself

Share thoughts and feelings with friends, whānau, or a counsellor. Talking your problems through as soon as they appear can really help relieve stress and anxiety.

Eat nutritious foods, get adequate sleep and exercise regularly. Doing these things can trigger a chain of healing affects - especially when you feel anxious or under stress.

Build and maintain your self-esteem. As you work on building your self-esteem you will feel better more often, enjoy your life more than you did before, and do more of the things you have always wanted to do.

Learn to relax and spend time doing the things you love to do! There are many relaxation techniques and other methods available to suit personalities and lifestyles, eg, hobbies, reading and meditation.

Seek help. A problem can sometimes be too hard to solve alone - or with friends and family - so it is important to seek professional help. You can see your family doctor, a community group, a psychiatrist, nurse, occupational therapist, psychologist, social worker, or counsellor.

The University of Canterbury Students' Association (UCSA) is independent of the University and exists to support students – ākongā tū, ākongā ora. You can contact the Advocacy and Welfare Team via email, phone, or just drop into the UCSA offices to discuss your concern. The UCSA Student Advocate will be able to assist you in:

- Navigating the correct University appeals and complaints processes.
- Concern, complaint, and appeal letter writing.
- Locating and understanding important University regulations and policies

- Helping you to understand all your options and avenues for resolution.
- Advising you on what evidence may be required for an appeal or complaint.
- Facilitating the communication between you and the University.
- Attending meetings as a support person or advocate and assisting with appeals.

The Student Advocate exists to provide this independent, confidential support to students so that they do not have to navigate appeals, grievances or general concerns alone – deciding to pursue one of these can be daunting, and it can help to have someone who knows the process to help you out! You can find the UCSA offices in Haere-roa, Atawhai Ākonga | Student Care in the Forestry Building, Pacific student advisors at 37 Creyke Road and Kaiurangi (Māori student advisors) in Te Ao Mārama.

13. Waipiro, Tarukino, Momi Tūpeka, Momi Mamaoa | Alcohol, Drugs, Smoking and Vaping

Drinking in the residence must be in a controlled, civilized manner so the rights of others are not compromised, and personal health and safety is ensured. The sensible use of alcohol using ALACs standard drink guidelines is officially accepted at UniLodge Christchurch.

No glass bottles (excluding wine bottles) these will be removed from site. This ban is strictly upheld across UC campus.

- Self-regulatory behaviour is expected around consumption and quantities purchased.
- Laws relating to underage drinking pertain to all aspects of Residential life.
- There are no more than 5 people allowed per bedroom. Host responsibility is key.
- The consumption of alcohol is NOT allowed in any public area (e.g. hallways, kitchens, TV lounges or on the grounds of UniLodge Christchurch).
- Alcohol is not to be stored in the communal refrigerators and will be confiscated if found.
- Spirits, kegs, crates, funnels, drinking games and use of alcohol delivery services are strictly prohibited. No kegs, crates, casks, home-brewing kits, or liqueurs are allowed anywhere onsite.
- Residents breaching the guidelines can expect to be brought to the attention of the PMO and Residential Advisor who will then follow up.
- Empty vessels must be taken to house recycling not stored as trophies on your windowsill (kia kounga tō noho! We have more class than this).
- Being grossly intoxicated on site is a breach of contract with severe consequences.
- Guests are not permitted to bring alcohol into UniLodge Christchurch

13.1 Drugs/Drug Paraphernalia

Except in the case of medical prescriptions, the use of drugs and the storage of equipment to consume drugs is banned at UniLodge Christchurch and Te Whare Wānanga o Waitaha | University of Canterbury. Where a disciplinary process establishes that a resident has committed a breach of this policy, their contract will be terminated. This sanction may be reviewed through the appeals process outlined in the accommodation contract.

13.2 Legal Substances

At any given time, a substance can, be classed as legal and yet it can have serious effects on your mental and physical health, some of which are not yet known. The legality of substances is something that can change suddenly because of the government passing laws. The fact that a substance has become illegal after you purchased it will not be accepted as an excuse by the law or by UniLodge or UC. While we recognise that some readily available substances are classed as legal, we cannot condone the use of these substances due to the unknown or potentially negative health effects they will have. Should any changes be made to current legislation relating to alcohol purchase and/or use, these will naturally apply automatically.

Cannabis is not permitted on site in any form.

14. Mahere Ohotata | Emergency Plans

14.1 Safety, Security and Fire

Please ensure external doors are shut behind you after you come in. This is for the safety of you and your peers.

- To protect your belongings, it is crucial that you lock your door and windows whenever you are away from your room (even if just for a short time). It is also advisable that you lock your bedroom when you go to bed at night.
- Cleaners will lock your room once they have cleaned it, regardless of whether it was locked when they entered it.
- Fire safety requirements strictly prohibit the burning of candles or incense in the Hall buildings. All rooms are fitted with sensitive smoke alarms that can be easily set off by deodorant spray, hair straighteners and burnt toast, for example.
- Any fire callout caused through resident carelessness will be charged to the resident responsible.
- Fire Exits MUST NOT be used unless in an emergency. Any use will sound an alarm
- Students must not cover smoke detectors or sprinklers in their rooms/ common areas

Tampering with fire equipment/lifesaving systems in UniLodge Christchurch may result in cancellation of your residential contract.

14.2 Fire Alarms

It is a requirement that all students residing at UniLodge Christchurch know the fire evacuation protocol. Kaimahi will reinforce procedures at the start of the year. In the event of a fire alarm, leave the door of the room you are in unlocked but closed. Close your window if safe to do so. Calmly exit the building through the nearest emergency exit (know where the nearest emergency exit is). Assemble point and congregate with the members of your Kāhui. A roll call will be taken promptly.

- Do not re-enter a building with an alarm sounding once you have evacuated.
- Alert duty staff if anyone is sick and room bound, or needs assistance exiting a building.
- If you know that someone is out of Residence, tell your Residential Advisor or a senior staff member.
- Please do not leave the evacuation area until the “all clear” has been given.

14.3 False Alarms

False fire alarms form the bulk of Whakaratonga Iwi | NZ Fire Service callouts. Each one has a cost to the taxpayer, UniLodge and UC. Whether accidental or malicious, there are circumstances where this can be charged to the individual who set it off. Some common activators of false alarms include: Touching/tapping or knocking a detector in any way, steam from hair dryers and straighteners, excessive use of alcohol-based sprays and aerosols, smoke from burnt food.

14.4 Earthquakes

In the event of an earthquake, you should seek cover away from glass and brace yourself (drop, cover, hold). Remain in this position until shaking stops and it is safe to exit building. Assemble in our emergency evacuation point. A roll call will be taken promptly. Please do not leave the site without informing a staff member.

14.5 Lockdown

In the rare event of a lockdown at UniLodge Christchurch:

Remain indoors, draw curtains if can, keep away from windows, out of sight and low to ground, turn off lights, lock, and barricade door, stay quiet but alert, put cell phone on silent, calm breathing, await instructions and all clear. If possible, all key access will be suspended until lockdown has been cleared. Please make sure you download the UCGO app.

<https://www.canterbury.ac.nz/ucgo/>

14.6 Emergency Preparedness

Kia rite, kia mataara - you should be prepared for an emergency. It is recommended that all residents have a small personal emergency kit that is kept in their room, containing the following.

- Emergency contact details
- Torch and spare batteries
- Sturdy pair of shoes
- Medications
- Hand gel
- Bottles of water
- Snack
- Jacket or something warm
- Cell phone
- Mask

15. Pānga Whakahirahira | Important Contacts

Whare Hauora | UC Health Centre

Monday to Thursday 8.30 am–5 pm

Friday 9 am-5 pm

Exam hours: Monday to Thursday 8.30 am-5.15 pm and Friday 9 am - 5.15 pm

Located at the far right of the carpark at 90 Ilam Road

Phone: +64 3 369 4444

Te Pokapū Mātai Hinengaro | The Psychology Centre

Clinical Psychology Training and Research Centre

Reception, Geography Building, Level 1

Phone: 03 369 3777

Email: psychclinic@canterbury.ac.nz

Te Waka Pākākano | Office of the AVC Māori, Pacific and Equity

Māori student support

Te Ao Mārama, Level 1

Tel: +64 3 369 3868

Internal Phone: 93868

Email: maoridevelopment@canterbury.ac.nz

Pacific student support

37 Creyke Road

Tel: +64 3 369 3554

Internal Phone: 93554

Email: pasifika@canterbury.ac.nz

Atawhai Ākonga | Student Care

Level 1

Forestry Building

Tel: +64 3 369 3388

Internal Phone: 93388

Email: studentcare@canterbury.ac.nz

Tiaki Paenga | Campus Security

extension 92888, or 0800 823 637

Visit R U OK <https://www.healthnavigator.org.nz/videos/m/mental-wellbeing/r-u-ok/>

<https://www.ruok.org.au/> there is a lot of helpful information there.

We also ask that you let one of the accommodation staff know, including Residential Advisor, if someone needs a hand.

Need to talk? Free call or text 1737 any time for support from a trained counsellor

Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)

Crisis Resolution on 0800 920 092

Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)

Healthline – 0800 611 116

Samaritans – 0800 726 666

Youthline – Free call 0800 376 633, free text 234, email talk@youthline.co.nz or Web chat from 7pm–10pm

thelowdown.co.nz – or email team@thelowdown.co.nz or free text 5626

For all emergencies, call 111

The Residential Advisor are committed to providing manaakitanga to all kainoho. This includes pastoral and administrative support in the operation of UniLodge Christchurch to enhance the environment and maximise the safety, wellbeing, academic success and personal growth of all kainoho. Residential Advisor are there to show support and manaaki to you throughout your time in residence. They are approachable, friendly and helpful and will be able to answer any queries or questions you might have and if necessary, can direct you to the right people to support you.

16. Pūrongo Tiaki | Care Reports

This form is for reporting a concern about a current Resident in UniLodge Christchurch. CARE reports should only include objective, observable, and information. We ask that you avoid labels, stereotypes, and reporting based on hearsay or mere assumptions. A staff member will review the information within two (2) business days and take appropriate action, which may or may not include contacting the student, you, and any witnesses identified. If you have questions about a report you filed, please call us. CARE reports are not reviewed outside of business hours or on university holidays.

Please note that in most cases we are UNABLE to provide an update to the person/s lodging this report due to several reasons.

All CARE reports are routed to the Office of Residential Life.

Does the person you are creating a report pose a threat of harm to self or others? If yes, please call emergency services (111) and then Residential Advisor, or PMO.

If no, please proceed with the report below.

[Resident Care Report](#)

16.1 Consent

With over 500 kainoho at UniLodge Christchurch and thousands of young adult students at Te Whare Wānanga o Waitaha | University of Canterbury, relationships will form between kainoho. These may range from casual friendships to more intimate interactions. In all relationship matters it is essential that mutual respect and consent is followed by both parties. All kainoho of UniLodge Christchurch must be very clear on the meaning of sexual consent. Prior to arrival you will receive a link to your on-line training platform for UniLodge Christchurch, these courses are mandatory for all residents. Sexual activity without consent may be treated as serious misconduct and is likely to involve Te Whare Wānanga o Waitaha | University of Canterbury and Te Pirihimana o Aotearoa | New Zealand Police.

The following are very good guidelines.

Consent must be **CLEAR**. The absence of a no does not mean yes. Silence is not consent. No means no.

Consent must be **COHERENT** People who are asleep or incapacitated by drugs or alcohol cannot give consent.

Consent must be **WILLING**. It is never given under pressure, whether that is emotional or physical manipulation or threats being used.

Consent must be **ONGOING**. If someone consents to one sexual activity, that does not mean consent to all or repeated activities. As a community you are also responsible for each other. Please look after your friends and be pro-active in supporting anyone who is in potential danger or harm.

Helpful links

<https://www.canterbury.ac.nz/support/health/sexual-harassment-and-sexual-assault/consent/>



Resident Handbook Acknowledgement Form

IMPORTANT

By signing this form, you acknowledge your responsibilities as a Resident of the UniLodge Christchurch Community, the standard of conduct expected of you as member of the community, and that you agree to abide by these standards.

I, _____(Name/Names)
at UniLodge Christchurch, acknowledge that I have read, fully understand, and accept the contents of the **Resident Handbook**.

I acknowledge my responsibilities as a Resident at UniLodge Christchurch, the community standards expected of me, and will follow them according.

Signature(s): _____ **Date:** _____