

# Resident Handbook 2012

Your Guide to  
Rules and Regulations  
at Te Puni Village

## TE PUNI VILLAGE

### WELCOME

On behalf of everyone involved with Te Puni Village, I welcome you to life at the Village. This is the fourth year of operation for this purpose built, Hall of Residence. We hope you will enjoy living in this exceptional building, with a supportive community, and of course, a superb location and views.

You'll find that our staff work hard to maintain a living environment that fosters both academic success and personal development. As a resident you have the opportunity to extend your education beyond the lecture theatre. You can take the concepts and ideas you learn in lecture theatres and test them out in a supportive environment. In the process you will learn more about yourself and those around you.

Community and diversity are two key elements of the residential programme we will operate at the village. I, as the Head of Hall, along with the Assistant manager, our Residential Life Manager Anna Gail Cauca, Lily Oliver, our Maintenance and Reservations Co-ordinator and our team of Residential Assistants who live in the village, will assist you in many ways, from greeting you and making you feel welcome to planning programs and activities that provide social interaction and facilitate learning.

Throughout your time at the village you will encounter people whose lifestyles, backgrounds, personalities and values may be different to your own. Sometimes these differences may challenge what you believe, but if you take the time to get to know the people around you, you will find that you have a lot more in common than you initially thought. Remember to keep an open mind, be accepting of others, and make the most of this opportunity to broaden your horizons.

This Rules and Regulations Handbook identifies the services, policies and resources you need to be an informed resident of the Village.

I encourage you to take the time to read it and to always keep it handy for reference purposes. If there is any more information that you need, please contact any of the village staff or one of our Residential Assistants. We're all here to help you gain the most from your time at Te Puni Village.

I wish you all the best during the coming academic year and hope you will make your residence experience an integral part of your education. I urge you to get involved in both village life and university life by joining student associations, being part of voluntary projects, and/or join a sports team.

Remember it is all about living, learning and growing.

**Jill Wainwright**  
**Head of Hall**

## TE PUNI VILLAGE

Our Te Puni Village Team comprises of;

The **Head of Hall** who looks after the operations and general management of the village, the **Assistant Manager** who looks after finance and marketing and assists with all aspects of Village life, the **Residential Life Manager** who looks after pastoral care and behaviour management and assists with all aspects of village life.

The **Reservations and Maintenance Coordinator**, who looks after the application process and processes maintenance requests, the Maintenance Officer who facilitates the daily maintenance requirements, the **senior RA** who assists with the running village events and all aspects of village life and the team of **10 Residential Assistants** who live throughout the village providing support to residents.

If you accept a place at Te Puni Village this means that you have:

- 1) Read, understood and agreed to live by all of the conditions described in this handbook.
- 2) Entered a contract that financially commits you for a specified term. Your commitment covers one of the following three periods, as specified on your contract:
  - a. Full Year February 26th to November 17<sup>th</sup> 2012.
  - b. Trimester 1 only February 26th to July 7<sup>th</sup> 2012.
  - c. Trimester 2 only July 8<sup>th</sup> to November 17<sup>th</sup> 2012.

If you need to arrive earlier than the contract start date, please contact the Accommodation Service to arrange temporary accommodation.

The conditions in this handbook have been made in conjunction with Victoria University of Wellington, who's Statute of Conduct you must also respect. It is important that you are clear on the commitments that you are making.

**Te Puni Village Address** 80 Fairlie Terrace  
 Kelburn  
 Wellington 6021  
 New Zealand

**Email address** [tepunivillage@vuw.ac.nz](mailto:tepunivillage@vuw.ac.nz)  
**Website** [www.tepunivillage.co.nz](http://www.tepunivillage.co.nz)

### Your address

Name (eg Lily Smith)

Full room number (Ed 302) - (Your Room number starts with the prefix of the building you live in)

80 Fairlie Terrace  
 Kelburn  
 Wellington 6021  
 New Zealand

### Telephone

Main Directory  
 04 470 9220

Emergency RA  
 027 563 9220

Common rooms  
 04 463 5233 + extensions

Building	Level	Extension
Edge	1	7036
	2	7033
	3	7031
	4	7028
	5	7019
	6	7015
	8	7014
	9	7010
	10	7008
	11	7012
	Tower	5
8		7047
10		7042
12		7040

## TE PUNI VILLAGE

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# Section 1: Facilities and Fees

## Choosing Your Accommodation

Read the following descriptions carefully. Although we will try to place you in your preferred room type, there is no guarantee that we will be able to. We reserve the right to reallocate you at any time during the year. This will be discussed with you prior to any move taking place.

## Te Puni Village

Te Puni Village is made up of three separate buildings, joined by a walkway at Level 7 –the main level where reception, the dining room and common areas are located. The three separate buildings are The Edge, The Tower and The Terrace.

The Edge is the largest of the buildings and encompasses levels 1 to 11. The Tower is adjacent to the Edge and has levels 6 - 13. The dining room, main common areas and office is on level 7 of the Edge building. The Terrace is the closest building to Fairlie Terrace and has the self catered studios and 2/3 bedroom apartments within it on levels 7 to 12.

Room Type	Description	Number of Beds Available
Single Room (The Edge & The Tower)	These rooms are situated within the Tower and Edge buildings. Each room is fully furnished with a standard single bed, and a study area.	334
Single Room + En Suite (The Edge & The Tower)	These rooms are similarly furnished as per the above, plus they have a small kitchenette and an en suite bathroom. Priority is given to students with known medical issues for these rooms.	14
Apartment Room (2/3 Bedroom Apartment) (The Terrace)	Two to three rooms in 6 apartments with a kitchenette and bathroom.	17
Studio (The Terrace)	Self contained studios with a double bed, and private bathroom, these will be popular with the more mature student.	33

## Facilities

- The dining room is located on level 7 of The Edge.
- There are common rooms located on most levels, with a main social space on level 7.
- Music room is located in The Tower level 6, open between 8.00am -10.00pm.
- Coin operated laundries are located throughout the buildings.

## Fees

1. Fees must be paid in instalments as outlined below. They cannot be paid weekly.
2. Payments can be made by cheque, cash (New Zealand dollars only), EFTPOS, direct debit or credit card. They cannot be made by automatic payment. If you wish to pay by credit card please send credit card details by email with credit card holder's signature and authorisation.
3. Payments must be made on time. There is a **penalty fee of \$100 if a payment is not made in full by the due date**. This will be charged to your account. This fee may be waived if you have contacted management before the due date to discuss reasons for lateness.
4. Any debt over 30 days incurs 4% interest and any debt collection costs will be incurred by yourself including all outstanding fees.

5. International students and local students without a New Zealand based guarantor are required to pay for **full trimesters in advance** and cannot pay by instalment.

## SANCTION OF DEFAULTING STUDENTS

The parties acknowledge that the Victoria University of Wellington ("University") is the owner of this accommodation, and that any default in payment of rent adversely affects this interest. Accordingly the parties agree that in the case of the student defaulting on this agreement the University may, at its discretion, revoke that student's entitlement:

- a) to be issued with an ID card or to have an ID card endorsed;
  - b) to attend lectures, laboratories, tutorials, or use the University Library and ITS Computing Services;
  - c) to have a degree conferred, receive grades, receive a transcript or academic certificate;
  - d) to enrol in any other University Course;
- until the default has been fully rectified.

The Manager, Accommodation Service will ensure that all appropriate measures have been taken to assist the resident, before sanctioning a hold. This clause does not affect the right of the management of Te Puni Village to seek recovery of any debt by any other means.

For the purposes of enabling VUW to exercise its rights under this clause the parties agree that all relevant information may be disclosed by either party to VUW.

### Payment Dates

The first accommodation fee payment for all students is to be made **before arrival day**, and instalments are then made **in advance on or before** specified dates as shown below.

**It is your responsibility to ensure fees are paid on time.**

2012 Prices	First Trimester (19 weeks)		Second Trimester (19 weeks)		38 weeks Total Cost
	1 <sup>st</sup> Instalment ( 10 weeks)	2 <sup>nd</sup> Instalment ( 9 weeks)	3 <sup>rd</sup> Instalment ( 10 weeks)	4 <sup>th</sup> Instalment ( 9 weeks)	
	Due by <b>22-Feb-12</b>	Due by <b>24-Apr-12</b>	Due by <b>26-Jun-12</b>	Due by <b>4-Sep-12</b>	
Single Room	\$3,130	\$2,817	\$3,130	\$2,817	\$11,894
Single Room + En Suite	\$3,230	\$2,907	\$3,230	\$2,907	\$12,274
Studio (no catering)	\$2,400	\$2,160	\$2,400	\$2,160	\$9,120
Apartment Room - 3 bedroom Apartment (no catering)	\$2,100	\$1,890	\$2,100	\$1,890	\$7,980

### Invoicing

Before each due date, invoices are sent to the mailing address supplied with your application. Please notify the office of any changes to this address. If you are away on the date a payment is due, you must make arrangements to pay on time. Distance payment options are:

- Pay by direct credit to the bank account details on the invoice.
- Mail a cheque out to "Te Puni Village", and post it to the office address.

Payments can also be made at Te Puni Village Reception, on the 7<sup>th</sup> floor of The Tower. Front desk staff are authorised to accept payments and give you a receipt. Payment can only be made during office hours.

### Guarantors

Guarantors will be held responsible if any issues of non-payment occur. They will be liable to cover all costs associated with your account. If any issues arise relating to the payment of fees, which cannot be resolved directly with you, the Guarantor will be contacted. The Guarantor may also be contacted regarding conduct issues or violation of Te Puni Rules and Regulations.

## Direct Credit

If you pay by direct credit into Te Puni Village's bank account you must inform the account manager by email on the day this has taken place. You must quote your room number and name as reference on your direct credit. Only full instalments may be paid in this manner. Please check your invoice for bank and email details.

## Credit Card payment

All payments made by credit card will incur a 2% fee.

## Financial Problems

In the event of unforeseen financial problems, you must:

1. Pay as much as you can on/by the due date.
2. Before the due date, submit a letter to the management advising why you have been unable to meet the full commitment, and how/when you intend to overcome the problem. Approval of your proposal, and/or discussion will follow.
3. Contact the Student Financial Advisory Service, who may be able to provide assistance.

## Deposit

When you accept a place at Te Puni Village, you make a one-off deposit payment.

Security Deposit (Bond)	\$250.00
Activities Fee	\$170.00
Administration Fee	\$100.00
Total	<b>\$520.00</b>

## Security Deposit (Bond)

Your security deposit is a guarantee that any fees, charges or damage costs that you incur after entering a contract with Te Puni Village will not be left unpaid. Deductions will include a charge for damages to your buildings for which **no individual is found to be responsible**. Your security deposit (less any deduction necessary) is refunded to you after your contract ends. We aim to have this processed within 6 weeks. If your deductions are more than your security deposit, you will be required to pay the difference. This is non refundable if you withdraw after the 7<sup>th</sup> January 2012 before the term of your contract begins.

## Activities Fee

This fee is paid by each resident for activities initiated by Residential Assistants for the benefit and enjoyment of Te Puni residents. Purchases of small assets for the use of residents may also be made. This fee is non-refundable after you arrive.

## Administration Fee

This fee covers part of the cost of processing your application and is non-refundable.

## Withdrawing from Te Puni Village

1. **Before the term of your contract begins.**
  - If Te Puni Village receives notification of your intention to withdraw before Friday 6<sup>th</sup> January 2012 your Security Deposit and Activities Fee will be refunded. The Administration fee will not be refunded under any circumstances.
  - If Te Puni Village receives notification of your intention to withdraw after Friday 6<sup>th</sup> January 2012 (or Friday 25<sup>th</sup> May 2012 if applying for Trimester 2 only) your deposit will not be refunded.

- If you are withdrawing because you have not gained admission to Victoria University you need to send a letter of withdrawal accompanied by documentation from Victoria University to prove that your application has been unsuccessful.

## 2. **During the term of your contract.**

You cannot leave Te Puni Village before the term of your contract ends unless Victoria University Accommodation Service can find a suitable substitute to take up your contract.

You must inform the management of your intention to leave.

In all circumstances, if approval is given to withdraw from your contract before the end of its term, a charge of \$150 will apply to cover the additional work involved in arranging a replacement.

**If you leave without obtaining the management's approval in writing to release you from your contract, your contract remains in force, and you and your guarantor remain liable for accommodation fees for the full term of your contract as specified on your guarantor's form.**

To withdraw, please see the Assistant Manager in order to finalise your account.

## **Changes to Your Catering Plan**

If you have accepted a single room catered, you are not permitted to change or cancel your catering plan. Residents in self catered studios or 2 bedroom apartments may purchase meal plans.

## **Room Changes**

You are expected to remain in your allocated room for a minimum of four weeks after arrival as everyone settles in. If you are having problems after this time, discuss the situation with your RA. Our policy is to attempt to resolve conflicts or points of difference before considering a room change. If the situation remains unresolved after this, please put your reasons for a room change in writing and give this to the Residential Life Manager.

Because we expect Te Puni Village to be full, a room change depends on two or more students wishing to change rooms and is not always possible.

Requests for room changes between trimesters must be made in writing to the Residential Life Manager. A \$50 room change fee applies.

## **Departures**

Towards the end of your contract, you will receive a set of departure forms. If these forms are misplaced, please come to reception for replacements.

The departure forms consist of:

1. Departure Letter - with departure time and date slip
2. Leaver's Cleaning Checklist
3. Departure Form – information required for the return of your Security Deposit

These forms must be returned to reception by the date specified. On leaving Te Puni Village you are required to hand in:

- Your key and card(s)
- Your completed departure forms including your bank account details.

Any resident not returning all the above-mentioned will delay bond-processing procedures.

## Section 2: Key Policies and Rules

### Alcohol

Te Puni Village promotes a sensible and responsible attitude towards alcohol. Consumption of alcohol within your apartment or room is allowed, provided that use is not excessive and noise and damage are not a problem **and** provided you do not live on an alcohol free floor. Our policy is:

1. Kegs, crates, glass beer bottles, beer bong, any paraphernalia associated with drinking games and home brewing equipment are not permitted on Te Puni Village premises.
2. No alcohol can be consumed in public areas. Open drinks in public areas (e.g. hallways, shared areas, foyers, stairwells, lifts etc.) will be confiscated and discarded.
3. Open or closed alcohol is not permitted in common areas at any time. This includes alcohol being stored in common areas including fridges. This includes frozen alcohol. If found this will be confiscated by Te Puni Village staff members.
4. We will require you or your guests to leave if your behaviour is unacceptable.
5. If excessive noise can be heard at anytime outside your room and alcohol is involved, your gathering will be closed down.
6. Excessive volumes of alcohol will be confiscated. Excessive alcohol will be defined at the discretion of the management.
7. Intoxicated guests will be required to leave Te Puni Village premises.
8. From time to time, total alcohol bans will be implemented if deemed necessary. This usually operates in conjunction with exam periods.
9. Drinking games are not permitted on Te Puni Village premises.

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

### Noise

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

1. Noise must not be heard outside your room, either in the public areas or in any neighbouring room. This includes bass from stereos, which may travel through floors and ceilings.
2. If you want to listen to loud music, you must wear headphones.
3. Loud conversation in the corridors is particularly disruptive to residents trying to sleep or study.

### Quiet Hours

- From Sunday to Thursday quiet hours apply from **10:00 p.m. until 8:00 a.m.** On Fridays and Saturdays quiet hours apply from **11:30 p.m. until 8:00 a.m.** During quiet hours no noise should be heard at all from your room or apartment or common areas. This policy is strictly enforced.
- During examination times quiet hours will be extended and you will be notified by email

### Noisy neighbours

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

### Damage

You will be expected to pay for the cost of cleaning, repairing or repainting your room if it has not been maintained in the condition it was in at the beginning of the year, with the exception of general wear and tear. This includes marks on the wall left by blue tack or Sellotape.

Residents will be responsible for any damage or loss caused by misconduct.

Any damage to common areas, which no one accepts responsibility for, will be deducted from all residents' deposits.

You are responsible for the behaviour of your guests and will be held liable for any disturbance or damage resulting from their visits. Guests can also be trespassed or banned from Te Puni Village

premises. A guest is any person who is not a current resident or staff member. This includes all former residents.

## **Drugs - Marijuana & Any Other Illegal Substances**

Possession, use, and/or distribution of Marijuana and other illegal substances are forbidden. Residents discovered in possession of, or using or selling such substances will be evicted and may face police prosecution. You are responsible for what happens in your room. If there are signs of drugs having been used in your room, you are responsible and may face eviction. Do not allow anybody to use drugs in your room. Please inform an R.A. or the office staff immediately, if you suspect drugs are being used in the Village. Paraphernalia associated with drugs is not permitted in the Village.

## **Fire Alarms**

If you or your guests deliberately tamper with fire equipment such as the sprinklers, heat detectors, fire signs, fire exits or fire switches which set off the fire alarm, disciplinary action will follow. If you are responsible for setting off a fire alarm you will also be liable for a charge of \$1200 or more to cover the cost of the Fire Department call out charge. The Fire Department may also be involved in further action. When a fire alarm is activated, for safety reasons the gas and power are deactivated. You will also be charged the contractors call out fee to reset these. The cost depends on the day and time but is a minimum of \$200.

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/apartment must

1. Leave your room/apartment **immediately**.
2. Leave the building **immediately** using the nearest fire escape. **You must not use the lifts in an evacuation.**
3. Proceed to the designated assembly area.
4. Stay out of the building until you are told you may return.
5. If the smoke detector in your room activates find out the cause as quickly as possible and activate the fire alarm if necessary.

## **Fire Safety**

Your room is a "fire cell", which means that if there is a fire in your room, the closed door will prevent the fire from spreading rapidly. This is an important safety mechanism in a building where several hundred people live and a fire poses real potential for loss of life.

Maintaining an intact door closer and keeping doors closed are legal requirements of the New Zealand Fire Service and The Wellington City Council. If your room door is found propped open or your door closer is found disconnected, you will face disciplinary action.

1. Room door closers must not be disconnected.
2. Room and apartment doors must not be propped open.
3. Visitors and overnight guests in any building must sign the overnight guest register at reception or RA Corner
4. You are not permitted to burn anything in your room or apartment - incense, candles, cigarettes, tobacco, matches, or lighters. These items will be confiscated if found in use.
5. You are not permitted to hang anything from sprinkler pipes or fittings, and must keep the area around sprinklers and smoke detectors clear.
6. Your electric blanket must have a safety check.
7. Cooking is only permitted in kitchens in Terrace apartments. Cooking equipment such as hot plates, rice cookers, electric woks and fry pans are not permitted in rooms nor in Common Rooms.
8. Barbeque grills and charcoal fluid may be a fire hazard and are not permitted inside buildings in the Village or outside on balconies, patios or decks.
9. When using cooking equipment in Apartments, residents are required to comply with any signage installed in kitchens. Failure to comply with such signage is likely to set off the smoke detectors in your Apartment.

10. Residents will be required to pay the cost of the fire brigade attending together with any administration charge imposed by the fire brigade and/or Village management if a false alarm occurs because of a resident's failure to comply with Te Puni's policies and rules. The minimum charge is \$1200.

Abiding by fire safety rules and policies and the fire evacuation procedures ensures the health and safety of all our residents. Disciplinary action will follow if fire safety rules and policies and fire evacuation procedures are not followed.

## **Fire Wardens**

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

## **General Safety Issues**

For safety and security reasons it is not permitted to:

- Throw anything out of, or hang anything from any window.
- Throw anything over, or hang anything over the balconies by the common and dining areas on level 7.
- Climb on or over any external railing.
- Climb out of any window in any building.

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

## **Internet**

Internet access is available to all residents. Please remember it is illegal to download copyrighted content like movies and music from the internet. The fine for this is \$15,000 as well as having your internet disconnected.

## **Resident Conduct**

Residents are expected to respect all other people living and working in Te Puni Village at all times. You must not act in an insulting or threatening manner towards any staff member or resident. Any such behaviour will lead to disciplinary action being taken in accordance with Victoria University's Statute of Conduct. There is no acceptable excuse for insulting or threatening behaviour, including intoxication.

## **Disciplinary Measures**

Disciplinary measures can include performing community work chores, confiscation of items, fines, behaviour contracts, suspension and eviction.

1. Management and Residential Assistants have the authority to impose disciplinary measures.
2. Security staff members, management and residential assistants have the authority to confiscate alcohol and to require a resident or guest to leave Te Puni premises immediately.
3. Other staff and residents can report incidents, which may result in disciplinary action.
4. You are entitled to bring a support person to any meeting with management.
5. Please also refer to Section 4 of this handbook for information about disciplinary procedures.

If you are evicted or suspended for any reason you will remain liable for your accommodation fees for the full year.

## **Sanctions**

The hall may impose the following sanctions for non payment or late payment of fees and for breaches of the Te Puni Village Rules & Regulations.

- 1.1 Oral or written warnings for breaches of the Rules & Regulations.
- 1.2 Community work chores within the hall for breaches of the Rules & Regulations.

- 1.3 Suspension from the hall for a particular period for serious breaches of the Rules & Regulations.
- 1.4 Expulsion from the hall at a specified date of departure with no refund of fees for serious breaches of the Rules & Regulations.
- 1.5 Cancellation by the University of a student's entitlements, such as to have a degree conferred, receive grades, receive a transcript or academic certificate for non payment of fees and/or other liabilities.
- 1.6 Refund the security deposit less any monies owed, including the cost of damages attributed to the Resident during their residency and an appropriate share of the collective costs due to damages that cannot be attributed to any individual resident.
- 1.7 Charge \$100 for late payment of fees.
- 1.8 Recover the cost of compensation for any loss or damage caused by misconduct.

## **Section 3: General Policies and Information**

### **Academic Assistance**

If you require tutorial assistance, please approach the On Duty Residential Assistant (RA) who will discuss your needs with you and assist you in making the necessary arrangements. An RA will touch base with you at the beginning of the trimester to discuss your academic situation. The Residential Life Manager is available to provide academic support and assistance.

### **Assault/Violence**

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

### **Attendance at Classes**

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

### **Civil defence**

Here at Te Puni Village we have made civil defence preparations which will assist us in managing an emergency such as an earthquake. We expect co operation from each individual student with regard to these preparations.

### **Cleaning**

1. Residents are responsible for cleaning their own rooms and for keeping all common areas as tidy as possible. In the two-bedroom apartments and studio rooms, residents are responsible for cleaning their own bathroom, kitchen and lounge areas and for providing their own cleaning products and toilet paper. More information is available from the office if required. Residents are encouraged to bring their own vacuum cleaners  
If you do not have your own vacuum cleaner, you may borrow one from reception and you will be required to leave a deposit like a cell phone or wallet. This is to ensure the vacuum cleaners are returned promptly after use.
2. Te Puni Village cleaners clean the common areas of all buildings, however residents are responsible for their own floor common room. Residents are also responsible for cleaning up their own crockery, empty food and drink containers and other rubbish from all common areas.
3. Please let reception know if supplies such as toilet paper, paper towels and soap in common bathrooms run out.
4. Apartment/Room checks will be conducted from time to time. If your room is found to be unsatisfactory and you will/can not rectify this in the time required, your room may be cleaned by our cleaners, at your expense. In the case of an apartment, all residents of that apartment share the cost. It is your responsibility to keep your room in a clean and tidy condition. In apartments you will need to work out a roster for weekly cleaning. You may approach an R.A. for assistance with this.
5. It is important to ensure you leave your room in a clean and tidy condition so that you do not have a cleaning charge deducted from your security deposit.

### **Communication**

- If you have any questions about anything at Te Puni Village, Victoria University or Wellington ask the On Duty RA or ask the receptionist/security staff.
- Check the noticeboards on a daily basis.
- Read the newsletters and notices issued by Management, the RAs, the Residents' Association, and VUW.
- Check the Te Puni Facebook page
- Check your email regularly and ensure management have your up to date email address

## Complaints, Compliments and Suggestions

If you are unhappy or happy about any aspect of Te Puni Village or would like to make a suggestion to improve the Village, there are a number of ways you can do this; the 'tell us about it' feedback form, email management, talk to the Management Team, visit the Alliance website feedback section or attend Te Puni Village Residents Association meetings and have your say. Your constructive feedback is welcome.

## Confidentiality

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

## Cooking

If you live in a studio room or 2 bedroom apartment, you may cook using the facilities provided. If you are a catered resident, you may only use the kitchenette facilities provided on your floor for making snacks. Under Wellington City Council by-laws, cooking in any other area is not permitted.

## Energy Conservation

Please maintain reasonable energy conservation practices. This means not leaving your heater or lights on in your room or apartment when you go out. Also try to use the stairs instead of the lifts.

## Firearms, Weapons

Firearms or weapons of any sort are not permitted on the premises and, if found, will be confiscated and you may face disciplinary measures.

## Fridges:

All 2 bedroom apartments and studio rooms contain a small fridge. You are advised to defrost your fridge throughout the year when ice builds up.

Fridges in the common rooms also need cleaning and they are not to be used for storing alcohol.

## Food & Dining Times

	Monday – Friday	Saturday – Sunday	
Breakfast	7:00am – 9:00am	Brunch	10:30am – 12:30pm
Lunch	11:30pm – 1:00pm		
Dinner	5:15pm – 7:00pm	Dinner	5:15pm – 7:00pm

\* Times will be confirmed after arrival and are subject to change. Times will also vary during, holidays, study weeks and examination periods.

## Dining room policy:

- Guests and self-catered residents are not permitted in the dining room under any circumstances.
- Footwear must be worn at all times.
- Food cannot be taken from the dining room.
- When you have finished eating, plates, cutlery and food leftovers must be taken to the collection area.
- Food leftovers go into a Kai to Compost bin which is removed from site and recycled into compost by the Wellington City Council. Please ensure you only put food into the food bin.
- Newspapers are also recycled. Please place these under the collection area where dirty dishes are placed
- If you are still hungry after your meal seconds may be available.
- The dining room will be open during the day for you to make hot drinks.

## General information

- Meal times are displayed in the dining room. During study/trimester breaks, dining times may vary.
- An RA is on duty to ensure that only catered residents eat in the dining room
- The only people permitted in the Te Puni Village kitchen are those employed to prepare and serve the food, Te Puni Village management and approved contractors.
- You cannot remove any cutlery or crockery from the Te Puni dining room. Lost items will be charged to the communal account.
- If you are ill, please tell the On Duty RA and he or she will bring a meal to you in your room if you are a catered resident.
- No refunds are given if you miss meals during the contract period. This includes during holiday periods when some residents return home or any other reason.

## Late Meals

If you require a late meal, this will be possible. Details on how to order and collect a late meal will be available when you arrive. Late meals are provided Monday – Thursdays only.

## Packed lunch

Packed lunch is available for those residents who cannot return to the Village for lunch. A sign up form must be completed a day in advance. This is located in the dining room.

## Packed Weekend Brunch

A packed brunch will be available in the weekend for residents who have part-time jobs, or sports commitments. Details on how to order and collect a packed weekend brunch will be available in the dining room when you arrive. This must be completed 24 hours in advance.

## Special diets

If you are a non-meat eater, please register this at reception during the first week of the trimester. Non-meat meals are provided for those who have signed up for non-meat meals at the beginning of each Trimester.

Other special meal arrangements are available on request. Please discuss this with Te Puni Village Management.

## Guests

You are responsible for the behaviour of your guests and will be held liable for any disturbance or damage resulting from their visits. A guest includes all former residents. A guest cannot be wandering around the Village unaccompanied. Unaccompanied guests will be escorted off the premises.

Guests must:

- Be met at the front door by their host, who must be a resident.
- Be signed in on the Guest Register
- Be accompanied to the front door by their host when it is time to leave and the host must sign them out.
- Remain in the company of the host while on the premises.
- **Must leave** by 10pm every night. (this time is sometimes reduced in certain periods)

Overnight guests

- Residents of all buildings must collect overnight guest passes from their RA before their guests arrive. This pass must be signed by an RA 24 hours in advance.
- No guest may stay on a regular basis.
- Guests may not stay more than 2 consecutive nights unless permission has been obtained from Management. If permission is given, a charge may apply for additional nights to cover the use of facilities.
- If you live in an apartment room, you must have obtained the agreement of your flatmate before you can have a guest stay overnight.

Any failure to comply with guest procedures including signing a guest in, or not having an overnight guest pass will result in discipline action, which may also include fines.

## **Harassment**

Te Puni Village is committed to providing a living and working environment which is free from harassment.

Harassment is unlawful. It amounts to discriminatory behaviour under both the Human Rights Act and the Employment Contracts Act 1991.

Harassment is unwelcome, uninvited behaviour, which can make someone feel offended, humiliated, or intimidated. It does not matter that there is no intention to harass. If the recipient perceives the harassment as such, then it is harassment. This is also the view taken by the law.

Harassment includes the use of language (written or spoken) or visual material or physical behaviour that:

- Expresses hostility against, or brings into contempt or ridicule, any other person on the grounds of colour, race, ethnicity, sexuality, gender, disability, religion or national origins of that person.
- Is hurtful or offensive to that other person (whether or not that is conveyed to the person complained about).
- Is either repeated, or of such a significant nature that it has a detrimental affect on that other person.

Causing disharmony includes:

- Publishing or distributing written, visual or electronic material that is threatening, abusive or insulting.
- Using words which are threatening, abusive or insulting.
- Physical behaviour, which is deemed threatening, abusive or insulting.

This is not permitted at Te Puni Village or within the Victoria University community and will result in disciplinary measures.

## **Sexual harassment**

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

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

## **Hazardous materials**

You are not permitted to use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents for painting within Te Puni premises unless permission is sought and granted from management.

## **Health**

If you are sick, or you know of another resident who is sick tell your RA and/or Reception so that the appropriate care can be given or arranged. Please make yourself aware of the symptoms of Meningitis. For your information, the phone number of the Student Health Services at VUW is 463 5308 if you would like to book an appointment.

Please ensure you do not share drink bottles as it is known that Meningitis is contracted this way.

## **Insurance**

You are advised to arrange insurance cover for your personal effects. This may be possible through your parents' policy. Te Puni will not accept responsibility for any loss or damage of your belongings.

## **Internet Access**

Internet access is available for all residents. For more information please see reception or contact VUW ITS on extension 5050.

## Keys & Access Cards

A room key or an apartment key and an access card are provided to you on arrival. If you lose your access card, see Reception who will arrange a replacement at a cost of \$30 per card.

If you lose your room key you must pay for the replacement cost which is \$150.00. To replace a mail box key it is \$15.

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

Nobody is permitted to access your room in your absence without your permission having been given to management. This includes relatives. Management may access your room for safety, pastoral care and maintenance reasons.

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

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

Lock-outs after hours may also result in a \$20 lock-out fine.

## Laundry

Washing machines and driers are coin operated. Residents need to bring their own laundry powder.

Linen packs are available for purchase from reception at a cost of \$90 per pack for single rooms in the Edge and the Tower. A Linen pack contains a single duvet inner, duvet cover, pillow, pillow cover, and sheet set.

## Mail

The postal address for Te Puni Village is:

80 Fairlie Terrace  
Your Building  
Your Room Number  
Kelburn  
Wellington 6021  
New Zealand

If you are in the Edge building the first 2 letters of your room number are Ed. If you are in the Tower it is To, and if you are in the Terrace it is Te. The next number indicates which floor level you are on, and then your room number. For example room Ed641 is The Edge building, Level 6 Room 41. Please always include your room number when providing your postal address.

- Mail is sorted into the mailboxes by the office on level 7 of The Tower
- Mail is distributed into your mailbox by Residential Assistants when they start duty after 5.00pm
- If a parcel is sent to you this will be kept at reception. An email will be sent to you to advise that a parcel has arrived for you. Please ensure that we always have your current email address.
- Parcels can be picked up from reception during office hours.
- Parcels can also be picked up from the Residential Assistants on duty, after 5:00pm.
- Courier parcels can be picked up from Reception during office hours.
- Please check and pick up your mail regularly.
- Do not send cash or valuables via post.
- Te Puni Village staff are happy to sign for courier parcels on your behalf but do not accept responsibility for parcels that go missing. We cannot sign for parcels on Saturdays or Sundays as the office is not open on these days.

## Maintenance

If you notice anything in your room or any other part of Te Puni that needs repairing, please go to the link that you will be emailed on your arrival at Te Puni Village and complete a repairs and maintenance form. You will receive email confirmation back that your issue has been logged. Please see management if your problem remains unattended or if you lose your username or password.

## Office Hours

Office hours are 9:00am – 4:30pm Monday to Friday

## Our Wider Community

Te Puni Village is located in a residential area. We ask that all residents are respectful of our neighbours and behave in an appropriate manner when off Village premises. This includes returning from town late at night and use of the Boyd Wilson Field.

## Pets and Pests

Pets are not allowed at Te Puni Village. Te Puni Village has a pest eradication service agreement in place. Please let reception know if you have any problems with pests.

## Photographs/Student ID Numbers

Residents are required to supply 2 recent passport-size photographs of themselves. These are used for:

- A photo board with photos of all residents. Te Puni Village will place your photo on the board unless notified by you prior to arrival that you would not like your photo displayed.
- Compiling photo books for reference by Te Puni Village staff and security staff.
- For use on the Te Puni Village computer database.

Residents are asked to provide RAs and Te Puni Village staff with their student ID number for:

- Confirming continued full time enrolment at Victoria University.
- Providing statistical information concerning students in Halls of Residence.
- Any other purpose for which it may be required.

## Posters

"Blu-tack" may be used to put up posters in your room. Do not use other products as they can damage your walls. Make sure you remove all marks when you leave. Any remedial work required to repair damage caused by tacks, nails, cello tape, hooks etc will be charged to you. You are not permitted to repaint your room yourself. This is the job of a qualified tradesperson. **Hooks are not permitted to be placed on the walls.**

## Recreation

### Rules in the buildings

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

Sensible behaviour is expected at all times and no activity that puts residents or the building in danger is permitted. Once again, there will be a charge for any damage incurred, over and above general wear and tear.

### Music practice room

There is a music practice room which is available on a first come first serve basis. However, priority is given to students who are practising for study requirements. The music room will be closed after quiet hours.

## **Residential Assistants**

Te Puni Village employs 10 Residential Assistants (RAs) and a Senior RA who are part of the Staff Team. RAs are senior students appointed as part of the Te Puni Village team to undertake the day-to-day support and administration of residents. RAs are responsible for student welfare and for maintaining reasonable standards of discipline and behaviour in the Te Puni Village environment. RAs are available to be the listening ear when residents need to discuss concerns from homesickness, flatting problems, study queries or just talking in general. They have been first year students themselves and are here to help. RAs have the authority to enforce Te Puni rules and procedures, and can enter your room if required to do so for the purposes of performing their duties.

R.A.'s on duty are available around the building from 5:00 p.m. every night until 10:00 p.m. from Sunday to Thursday, and until 11.30pm on Friday and Saturday. For help with a problem or in an emergency, please see the on duty RA. 027 563 9220 Contact information will be displayed in the Village.

## **Residents' Association**

The Residents' Association is formed by the residents of Te Puni Village, and includes residents and RA's.

A residents' meeting is held soon after residents arrive at Te Puni Village, and representatives are elected or appointed for the year.

The Residents' Association's function is to plan and manage social functions during the year, and to assist and support activities initiated by RAs.

## **Right of Entry**

Your room will only ever be entered in your absence for the purpose of ensuring the personal safety and wellbeing of you or other residents, or for improving the facilities in it by making necessary repairs. If Te Puni Village staff requires access to your room or apartment, we will attempt to notify you in advance.

Legally we cannot permit any other person, including relatives, to access your room without your verbal or written permission. You are not permitted to enter another resident's apartment or room without that resident's expressed permission.

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

**Te Puni Village staff reserves the right to enter rooms for maintenance or pastoral care concerns.**

## **Rooms**

### **Inventory**

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

### **Moving Furniture**

You are allowed to bring in furniture of your own provided you remove it by your departure date. Any surplus furniture left after you leave may be sold, thrown or given away and you will be charged for the removal of this furniture. You are not permitted to bring a double bed. Written permission must be obtained from management to bring your own bed and base before your arrival. If you bring your own mattress and bed base, you are responsible for ensuring the Te Puni Village bed and base in your room is safely stored and is moved back before you leave. If you leave without putting the original bed back, you will be charged for the cost of moving it.

You can shift the furniture around within your room provided fixtures (wall shelves, notice boards, bookshelves) are not unscrewed and moved.

You may not move any furniture from any other rooms including common rooms into your room. This may result in disciplinary action.

Fridges are not permitted in students' rooms or added in any place in the Village.  
DJ equipment, strobe lighting, empty alcohol bottles on display are not permitted in the Village.

### **Room Checks**

A Te Puni Village staff person will check your room for health and safety and maintenance purposes. We will give you 24 hours notice before checking your room. It is preferable that you are present, but Te Puni Village staff reserves the right to check in your absence. Te Puni Village staff also reserve the right to enter your room to turn down music, for maintenance concerns or if there are any health and safety concerns.

### **What to bring for your room**

Students are advised to bring or buy as required:

- Bedding
- Desk lamps
- Computer
- Blu Tak- for putting up posters and photos
- Coat hangers
- Laundry basket and washing powder, bath mat
- Television
- Vacuum cleaner
- First aid kit
- Cleaning products
- Torch (Civil Defence)
- 5 litres of emergency water (Civil Defence)
- Foil blanket (Civil Defence)
- Cutlery and crockery for personal use

### **What not to bring**

- Candles
- Incense
- Oil Burners
- Faulty electrical appliances
- Bar heaters
- Fridges
- Toasted sandwich makers
- Popcorn makers
- George Foreman Grills

### **Rubbish and Recycling**

Residents are responsible for removing their own rubbish and recycling and are required to use the appropriate bins provided. You will be provided with a green bin for your room. This is for recycling rubbish which you are required to take to the rubbish room, located outside Tower Level 4. Please do not empty your room rubbish into the bins in the common rooms. They aren't big enough for the whole floor.

### **Security Staff**

Security staff will be employed from time to time as required, and will be identifiable by wearing a uniform and/or a name badge. They have the authority to confiscate alcohol and to require a resident or guest to leave Te Puni premises immediately.

### **Smoking**

Te Puni Village premises are smoke-free. You cannot smoke in any of the buildings including the foyer and entranceways. Smoking materials will be confiscated if you are found smoking in the building and disciplinary measures will follow.

## **Study and Trimester breaks**

All holidays are included in the cost of the board that every resident is expected to pay, whether they remain at Te Puni Village or not. You do not have to move possessions out during these times and do not receive any refund for the time you are not in residence nor rebates if you are not here for meals. You cannot sublet your room during your absence.

## **Telephones**

There is a telephone on each floor and in each apartment. All phones are toll-barred. You are not permitted to connect to the Internet using your telephone line.

## **Television**

Sky TV is available at the main lounge on level 7 of the Edge and in the sky rooms on level 5 and level 6 of the Tower. Food and drink is not permitted in these areas.

## **Transport**

There are regular bus services that go past Victoria University. Check out [www.metlink.co.nz](http://www.metlink.co.nz) for timetables and routes.

The cable-car is also just a short walk from Te Puni.

## Section 4: Regulations and Disciplinary Procedures

1. Te Puni Village is operated under the conditions in the Te Puni Village Rules and Regulations Handbook and the VUW Statute on Conduct. The Statute is contained in the University Calendar and on the Victoria University website. Within Te Puni Village itself, Te Puni rules will take precedence. Any change in the rules contained in this booklet, or other rules that Te Puni may introduce, will be notified in writing on noticeboards.  
Where a student's conduct outside Te Puni is in question, VUW may take independent action. If the management of Te Puni believe on reasonable grounds that a person has committed or is committing a breach of the Statute, or of any rules governing behaviour in Te Puni, and that action is required to ensure that peace and good order is maintained, s/he may instruct the person to cease the misconduct and /or vacate the area where the misconduct has occurred. Management may in addition, or instead, at that time or later impose any of the following:
  - a) Where the person is not a resident of the Hall of Residence ban the person from the premises for any specified period that s/he thinks fit.
  - b) Where the person is a resident in the Hall of Residence:
    - Give the person an verbal or written warning
    - Order the payment of compensation for any loss or damage caused by or arising from the misconduct.
    - Assign a particular community work chores project within the Hall of Residence.
    - Exclude the person from any particular area of, or particular social activities in the Hall of Residence.
    - Issue a Behavioural Agreement
    - Issue alcohol and/or guest bans for a given period of time
    - Exclude the person from Te Puni for any specified period that s/he thinks fit.
    - Give the person not less than 24 hours' notice of eviction from Te Puni, unless that person is considered to pose an immediate danger to Te Puni staff, residents or Te Puni property. If it is deemed necessary to ban the person from the premises within 24 hours, Te Puni will arrange and pay for alternative accommodation for one night.
2. A decision of management shall take effect as soon as the person is advised of it.
3. When the decision to evict is made Management shall within two working days of making the decision, advise the Director of Student Services and the Manager of Accommodation Services of the decision and provide The Director, the Manager and the person being evicted in writing the reasons for it.
4. Resident means any person who for the time being resides in Te Puni with the permission of Te Puni management.
5. Misconduct is any breach of the rules of Te Puni or the University's Statute on Conduct.
6. Any resident who is concerned about any disciplinary action of any of the administrative staff at Te Puni should attempt to seek resolution through negotiation with the person concerned. Residents are invited to enlist the assistance of support people throughout these proceedings. Further options (including the right of appeal) are spelled out in the Statute on Conduct.
7. **SANCTIONS**  
The Hall may impose the following sanctions for non-payment or late payment of the fees and for breaches of the Te Puni Rules and Regulations.
  - Oral or written warning for breaches of the Rules and Regulations
  - Community work chores within the Hall for breaches of Rules and Regulations
  - Suspension from the Hall for a particular period for serious breaches of the Rules and Regulations
  - Expulsion from the Hall at a specified date of departure with no refund of monies for serious breaches of the Rules and Regulations

- Cancellation by the University of the student's entitlement such as to have a degree conferred, receive grades, receive a transcript or academic certificate for non-payment of fees and/or other liabilities
- Refund the Bond less any monies owed, including the cost of damages attributed to the Resident during their residency and an appropriate share of the collective costs due to damages that cannot be attributed to any individual resident
- Charge \$100 for late payment of fees
- Recover the cost of compensation for any loss or damage caused by misconduct