

Kia ora.

The office is closed from 3pm 23<sup>rd</sup> December 2022, and reopens 9am Monday 9<sup>th</sup> January 2023.

If you have questions about applying for Ōtautahi House, or if you have already applied and wish to enquire about your application or move in details, please read the following FAQ's:

#### **I want to apply/get information**

<b>Question?</b>	<b>Answer</b>
Do you still have places?	<b>At this stage we are finalizing places. You are more than welcome to add your application to the mix and we can put you on the wait list. We will contact you ASAP from Monday 9<sup>th</sup> January 2023 if places are available.-</b>
Can I apply?	<b>Yes – you may be put on a waiting list though while we work through the final applications that have come through recently. Simply head <a href="#">HERE</a> to complete an application form. You will receive a response in the week starting the 9<sup>th</sup> January, when the office re-opens.</b>
I have other questions not listed here, who can I talk to?	<b>Email your questions/enquiry to <a href="mailto:accommodation@ara.ac.nz">accommodation@ara.ac.nz</a> and we will get back to you as soon as we can. The office reopens on the 9<sup>th</sup> January 2023.</b>

#### **My application**

<b>Question?</b>	<b>Answer</b>
I have applied but haven't received an offer	<b>Please send us an email to <a href="mailto:accommodation@ara.ac.nz">accommodation@ara.ac.nz</a> with your name and the date you believe you sent your application in. You will receive a response in the week starting the 9<sup>th</sup> January, when the office re-opens.</b>
I have received an offer and want to confirm my place	<b>Great! Welcome. Email us back saying that you would like to confirm your place. We will then start work on your agreement. This will be sent to you the week of January 9, 2023.</b>
I have returned all my paperwork and haven't heard anything	<b>We are working through everything at the moment, however, send us an email to <a href="mailto:accommodation@ara.ac.nz">accommodation@ara.ac.nz</a> with your name and the date you believe you sent it in. You will receive a response in the week starting the 9<sup>th</sup> January, when the office re-opens.</b>
I want to withdraw	<b>Please send an email to <a href="mailto:accommodation@ara.ac.nz">accommodation@ara.ac.nz</a> with your name and contact details stating you would like to withdraw. We will acknowledge your email from January 9th.</b>
My details have changed	<b>Please send us an email to <a href="mailto:accommodation@ara.ac.nz">accommodation@ara.ac.nz</a> with the details that have changed.</b>

## Payments

Question?	Answer
Do I pay for the whole year even if I arrive after the 16 <sup>th</sup> January?	<b>Yes, the residential contract for Ōtautahi House is an annual amount, however you can pay it in instalments over the 48 weeks that the contract covers. You can however arrive whenever you like from the 16<sup>th</sup> January 2023 and vacate anytime up until the last day of your contract (15<sup>th</sup> December 2023).</b>
What do I have to pay before moving in?	<b>Admin Fee, Bond, Activity Fee. These are all outlined in the agreement that would have been sent to you if you were offered a place.</b>
How much do I pay?	<b>Bond - \$450.00/2 weeks rent (refundable) Activities fee - \$220.00 (non-refundable) Administration fee - \$270.00 Residential fee: \$10,800 (equivalent to \$225 per week. 48 week contract) Includes power and wi-fi. Total - \$11,740 all up for the year.</b>
When do I pay?	<b>The bond, activity fee and admin fee must be paid to confirm your room booking. For your rent there are five options: Pay the full amount at the start of your studies Pay half of the fees at the start of your studies and the other half in June/July Pay quarter of the fees at the start of each term (a payment schedule will be provided) Weekly or Fortnightly automatic payments (this will require a guarantor and a payment schedule will be provided).</b>
How do I pay?	<b>You can pay via direct credit to Ara Student Finance. For more details visit <a href="#">this website</a>.</b>

## Support

<b>What support is there once I move in?</b>	<b>There is loads of support available to you at O-House and at Ara. If you already know you are likely to need support, it is important that you let us know so we can understand your needs and help put a good plan in place with you. Support includes anything from just a friendly chat, to help to get a job through the careers centre, a meet and greet with the Ara health centre (Dr, Nurse and free counsellors available), help to work through any study link issues you might have through the student support team, and more. Just let us know what you need and we will do our very best to support you. We know that starting Tertiary study, and moving to a new place with new people can be exciting, but also stressful as you settle into life at Ara and Ōtautahi House.</b>
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### Before I move into O House

Question?	Answer
Do you still have places?	At this stage we are finalizing places, you are more than welcome to add your application to the mix and we can put you on the wait list, we will contact you ASAP once we can offer you a place.
Can I apply?	Yes – you may be put on a waiting list though while we work through the final applications that have come through recently. Simply head <a href="#">HERE</a> to complete an application form. You will receive a response in the week starting the 9 <sup>th</sup> January, when the office re-opens.
What do I need to bring?	The individual rooms have the following: King Single Bed, Wardrobe, Desk, Chair, Drawers, Mattress Protector, Heater. The communal areas have the following: Couches, TV, Heaters, Dining Table and Chairs, Fridge, Microwave, Toaster, Kettle.
What date can I arrive?	You can arrive anytime from 9am on Monday 16th January. You do NOT need to arrive this day. You can arrive any day you like. Please book an arrival timeslot at this so we know when to expect you.
Who will I be living with?	We are working on the flat groups now, we endeavour to get this information to you the first two days back in 2023. Please be aware that this is an ever-changing space and while best efforts to put you with people who you will click with are made, sometimes it just doesn't work out. Please speak to an accommodation staff member if you find this is happening.
<b>To do Checklist Have you....?</b>	
Paid the required fees (Bond, Admin, Activity Fee and should it be required Rent)	
Booked your arrival time?	
Figured out a plan for your first night – what do you need?	

## Moving into O-House

Question?	Answer
What do I need to bring?	<p>The individual rooms have the following: King Single Bed, Wardrobe, Desk, Chair, Drawers, Mattress Protector, Heater.</p> <p>The communal areas have the following: Couches, TV, Heaters, Dining Table and Chairs, Fridge, Microwave, Toaster, Kettle.</p> <p>You will need to bring:  sheets, towels, linen, toiletries, things that make you 'feel at home'. You need to supply your own kitchen essentials (eating utensils, plates, cups, pots, bowls). </p> <p>There are plenty of stores close by to go and grab something you may forget. The Warehouse, Briscoes, and second-hand stores are all within walking distance. Some flats have things that have been left behind which you are of course welcome to have/use.</p>
When can I move in?	<p>You can arrive anytime from 9am on Monday 16 January. You do NOT need to arrive this day. You can arrive any day you like after that. Please book an arrival timeslot  at this so we know when to expect you.</p> <p>Please be aware that if you are new to O-House, it can be quite quiet in the first few weeks and there is a chance you may be on your own in your flat for a little while. If you are worried about that, do not hesitate to let a team member know so we can help support you over that time. Alternatively you may wish to arrive a wee bit later when more people have moved in.</p>
What will happen when I arrive?	<p>When you arrive, you will need to give us a quick call on  281 8238 to let you through the secure gate. Once in, you will be given a brief induction, your key and shown to your room (we know you just want to get moving in quick). In the following 48 hours you MUST complete a further induction <del>by the RA's (Residential Assistants)</del> . Once you have unpacked you will need to head to Ara Security to get your swipe card, it helps to have your student number with you at this time.</p>
Who else will be there?	<p>This depends on when you arrive, the earlier you arrive the more 'solo' you are going to have to be. You may arrive to a flat with just one other person, or you could be the last to arrive. Whatever happens, you've got the support of staff to help you out. There is a chance you may be on your own in your flat for a little while. If you are worried about that, do not hesitate to let a team member know so we can help support you over that time. Alternatively you may wish to arrive a wee bit later when more people have moved in.</p>

Can someone help me move my stuff in?	Yes of course, feel free to bring people to help you move your stuff in. Just make sure they scan in! Please note staff cannot help you move your belongings into your flat.
Is there parking?	Parking at Ōtautahi House is reserved. This ballot has taken place and the results have been emailed to people who asked for a carpark with the outcome. If you have not received this confirmation, then you do not have a reserved carpark this year. When you move into Ōtautahi House you may park briefly in one of the LOADING ZONE car parks only while you unpack your car.
Is there a chance to meet everyone?	Yes! There will be a dedicated Orientation period just for Ōtautahi House residents.
Is there Wifi?	Yes. Wifi is included in your rent.
I left something at home, can I get it sent?	<b>Small packages and letters can be sent directly to you. Please use the address below. They will arrive to main campus before being delivered over to Ōtautahi House where you will receive a notification via text to collect.</b> [Resident Name] – Ōtautahi House C/O: Ara Institute of Canterbury 18 Williams Street Christchurch 8014

#### Covid-19 Related

<del>While the alert level system has gone, the Traffic Light system is now in place. What does that mean for Ōtautahi House?</del>	Ara will comply with all legislation and will provide guidance as to what you need to do at each traffic light level. <del>With all staff and residents being vaccinated, this allows for greater freedoms in regard to gatherings and events</del>
If Christchurch were to go into a lockdown will Ohouse stay open?	Each situation can be different, however it is most likely that Ōtautahi House would remain open during a lockdown. You will get good communication and guidance at that time. O-House remained open during 2021 lockdowns and residents were well supported with pastoral support, games and activities etc.

#### Closure period

Question?	Answer
When/how can I talk to someone	Please email <a href="mailto:accommodation@ara.ac.nz">accommodation@ara.ac.nz</a> Over the break and someone will respond when the office re-opens on the 9 <sup>th</sup> January. At any other time of year, you can call 03 940 8238, email us, or swing by the on-site accommodation office.
When is Ara closed?	Ara is closed from 3pm Friday 23rd December and reopens Monday January 9th at 9am.
When do I have to move out?	The 2023 move out date is Friday 15th December, you can leave anytime before that if your course is finished for the year, but you are still required to pay the entire 48 week contract.