

ŌTAUTAHI HOUSE HANDBOOK FOR RESIDENTS

# LIVIN' AT O'HOUSE



**Ara**

Institute of Canterbury

Ara rau, taumata rau

# WELCOME

**WELCOME TO  
ŌTAUTAHI HOUSE.  
IT'S A GREAT PLACE  
TO LIVE, STUDY,  
MAKE FRIENDS AND  
CREATE LASTING  
MEMORIES.**

At Ōtautahi House, we aim to provide a balance between learning and living, work and play. You can enjoy a high degree of independence, plus you have the security of a supportive community of staff and fellow students.

This handbook has been designed to help you make the most of your time here. In it you'll find lots of useful information on relevant services, policies and resources, so we encourage you to read it and keep it handy for future reference.

Please also familiarise yourself with the Ōtautahi House Rules at the back of this handbook (and

sent to you with your Ōtautahi House Residential Agreement).

These guidelines form part of your Residential Agreement and ensure that everyone is respectful of each other, and of Ōtautahi House property. We've included some key guidelines and regulations throughout this handbook – keep an eye out for them.

If you need any further information, please get in touch with a member of staff; we're here to help. We wish you a happy stay and look forward to helping you achieve a successful academic year.

**The Ōtautahi  
House Team**

---

## HELP IS JUST A PHONE CALL AWAY

If you need any help or advice while at Ōtautahi House, you can call the Accommodation Team on **021 835 713**, or email: **accommodation@ara.ac.nz**

Check the Ōtautahi House Facebook page to see when kaimahi (staff) are on duty. Alternatively, you can call Security at any time day or night on **027 540 8076**.

---

# CONTENTS

<b>MOVING IN AND GETTING ORGANISED</b>	<b>4</b>
<b>LIVING IN SHARED ACCOMMODATION</b>	<b>8</b>
<b>YOUR COMMUNITY</b>	<b>11</b>
<b>YOUR WELLBEING</b>	<b>13</b>
<b>WHEN SOMETHING GOES WRONG</b>	<b>16</b>
<b>MOVING OUT</b>	<b>21</b>
<b>RULES AND REGULATIONS</b>	<b>22</b>
<b>HELPFUL CONTACTS</b>	<b>38</b>
<b>CAMPUS MAP</b>	<b>39</b>



# MOVING IN AND GETTING ORGANISED

You've arrived, so let's get orientated!

If this is the first time you've lived away from home, you'll find this section especially helpful. It covers some of the most important issues you'll deal with. Talk to a staff member if you're uncertain about anything.

## FIRST THINGS FIRST

One of the first things you need to do upon arrival is collect your student ID card and keys. These are available from the Accommodation Office. Before you arrive, please phone, text or email the Accommodation Team to arrange a time to meet. Phone 03 940 8238 or email [accommodation@ara.ac.nz](mailto:accommodation@ara.ac.nz) or use the online link provided with your welcome information.

## INVENTORY FORM

Once you've collected your keys it's time to check out your new apartment. Please take the time to record the condition of your

room on the Flat Check form provided. If you don't do this. Please return this form within 48 hours of arrival. If you don't update us within this time we'll assume nothing is missing or damaged.

## GETTING SETTLED IN

Now it's time to unpack and make your room your own. You can put pictures up on the pin boards, arrange your study area – whatever you want to do to make it feel like home (within reason, to ensure that you don't cause permanent damage to walls and surfaces). Now is a good time to explore your surroundings and discover what's nearby.

## MAKING FRIENDS

It's easy to make friends at Ara. We suggest you start by getting to know your new flatmates – you'll be seeing a lot of them – and making the most of your shared communal areas like the lounge and kitchen.

## JOINING IN

The Accommodation Team stages a range of events and activities throughout the year. These are a great opportunity to meet new people, gain new skills and take a break from study. To find out what's coming up, keep an eye on the Ōtautahi House Facebook page. For events, download the *MyAra* app or go to: [ara.ac.nz/myara](http://ara.ac.nz/myara)



## STAYING IN TOUCH

### Contact Details

It's important that we always have your correct contact details (phone, email, home address etc) on file; we don't want you to miss out on important updates or upcoming events.

In accordance with the Ara Privacy Policy, your details are kept in the strictest confidence. Occasionally we may need to contact you by phone, so please include this information. If any of your contact details change, please notify the Accommodation Office so we can update our records.

### ICT

Free wireless is provided in your accommodation areas by Ara ICT services. For details, refer to the Rules and Regulations section (9.13) at the back of this booklet.

E: [ICTservicesdesk@ara.ac.nz](mailto:ICTservicesdesk@ara.ac.nz)  
P: 03 940 8800  
Monday to Thursday, 8am - 8pm; Friday, 8am - 4.30pm  
T Block (or in the Library after 5pm until 8pm)

### Mail

Friends, family and businesses such as your bank and mobile phone company may wish to correspond with you via post. When mail arrives for you, you'll be notified via text and can collect it from the Accommodation Office.

While we accept mail from courier companies we do not accept liability if the courier item goes astray.

---

### Parcels can be sent to:

Ara Institute of  
Canterbury  
18 Williams Street, CBD  
Christchurch 8011  
Ōtautahi House  
ATTN [your full name  
and number]

### Letters and small packets can be sent to:

Ara Institute of  
Canterbury  
P.O. Box 540  
Christchurch 8140  
Ōtautahi House  
ATTN [your full name]

---

## INSURANCE

We cannot accept any responsibility for loss or damage to personal property so we strongly urge you to insure all the possessions you bring into Ōtautahi House. Ensure that your policy covers not only possessions stored in your room, but also elsewhere on campus. Generally insurance won't cover items that are lost due to a lack of care so don't leave valuable items unattended.

You should also take simple precautions like naming your clothing, not leaving valuables lying around and keeping your bedroom and external doors and windows locked when you're out.

## APPLIANCES

### Electrical appliances

Like most people, you probably own several electrical appliances.

To conserve energy and prevent overloading of circuits, we request that you only keep small electrical appliances (like hair dryers, laptops and portable stereos) in your room or apartment and that you keep them in good operating condition to meet our safety regulations.

Appliances with open elements such as hot plates or electric heaters are prohibited in apartments

and rooms unless you have specific permission from Ōtautahi House management.

### Heating

All apartments have good heating so you don't need to supply your own.

For the colder winter months, you may wish to get an extra blanket or winter-weight duvet.

### Laundry

Ōtautahi House has coin operated washing machines and dryers in four locations available for residents' use.

## TRANSPORT

Ōtautahi House is conveniently located across the road from the City campus so it only takes a minute or two to get to class. Supermarkets, a pharmacy and several cafés are within easy walking distance too. The central city Bus Exchange is just a 10 minute walk away.

### Cycling

Cycling is a healthy, cheap and environmentally-friendly way to get around and there's a lockable bike shed at Ōtautahi House for your use. To arrange a key, talk to the Accommodation Team. There are limited spaces available so these are allocated on a first-in first-served basis.

Other bike lockups are also available on the City campus.

Christchurch has a lot of roadworks underway, so it's essential to have full safety gear including helmet, reflective clothing and lights. If you use a bike:

- include it in your insurance and keep it secure with a D-lock (we cannot take any responsibility for your bike while it's on Ara property)
- don't leave or keep it in your apartment or in the stairwells (this can cause damage and is a health and safety hazard)
- don't lock it to objects like benches, light posts, hand rails, fence railings or disabled access ramps (this can block access routes in the event of a fire or earthquake).

### Car Parking

Limited parking is available at Ōtautahi House at a cost of \$30 per week. Car parks are allocated via a ballot held prior to your arrival. If you miss out on a car park, please speak to the Accommodation Team about alternative options.



# LIVING IN SHARED ACCOMMODATION

Living at Ōtautahi House is a great opportunity to expand your horizons and get to know people from different cities, countries and cultures.

Naturally, everyone is different. Most of the time this is a great thing, but from time to time it can lead to misunderstandings and awkward situations. We all have our own quirks and little things that irritate us – no one is perfect. Whatever issues might arise, it's important to remember that with a bit of patience, understanding and compromise, anything can be resolved.

The following pages are aimed at helping you and your new flatmates minimise problems so you can make the most of the benefits of living in shared accommodation.

## COOKING

Each apartment at Ōtautahi House has a kitchen which you'll share with your flatmates. It's a good idea to agree to some ground rules from the get-go.

### **Cooking for one or all?**

Decide if you want to buy food together and share cooking responsibilities, or do your own thing. Sharing can save money and time, but it might not suit everyone; do you share the same tastes and budgets? Can you all cook?

Even if you don't share the cooking, it's still worth eating together from time to time.

## Dishes

Don't leave your dirty dishes lying around. No one wants to have to clean up after you just so they can have clean plates and cutlery to eat with. This is one of the most important pieces of advice we give residents!

### **Personal items**

Be considerate of your flatmates' personal possessions. Before you use their nutribullet or precious chef's knife, make sure it's okay with them first.

## Shared spaces and equipment

Don't take more than your fair share of space in the fridge and cupboards, and if you have special dietary requirements or allergies, let your flatmates know so you can avoid any contamination issues. Together you can agree on a system for chopping boards and kitchen space that suits everyone.

### **Keep it fresh**

Don't let your unused food go off; either give it to someone who wants it, or throw it out so it doesn't rot and contaminate your flatmates' food. You can keep tabs on what is yours and when you bought it by labelling it.

### **CLEANING**

Doing your bit to keep your apartment clean and tidy will help keep everyone happy so pick up after yourself, clean your room, do the dishes and stay on top of your laundry. One of the great things about living at Ōtautahi House is that Ara cleaners come through each weekday to support your own cleaning initiatives. However, you'll need to do this yourself at the weekend. Refer to the Cleaning Schedule on the noticeboard.

### **Shared responsibilities**

Talk to your flatmates about each pitching in to buy some basic cleaning products and having a roster to keep the kitchen and bathroom areas fresh.

### **Rubbish and recycling**

If the rubbish is getting full, don't leave it for someone else to empty. If necessary, set up a rubbish roster (no-one likes the smell of week-old tuna bake). We are keen recyclers at Ōtautahi House and the council provides a robust recycling system so please use it. There are large recycling bins in the courtyard for residents' use.

### **Laundry**

Your friends, flatmates and fellow students will appreciate it if you wash your clothing and linen regularly (and possibly notice if you don't!). Washing machines and dryers are located in blocks A and B on Levels 2 and 3 and cost \$2 each per load to use each. If you choose not to use the dryer, please air your laundry in your own room, not in the communal living spaces. Do not overload the machines as your clothes won't wash or dry properly and you may damage the machines. Rinse off any excess dirt prior to using the machines as this residue will be left in the machines and could potentially soil the next user's clothes. A coin exchange machine can be found on campus in the Rakaia Centre (directly opposite Enrolments and Admissions).



## **NOISE**

Noise (too much and/or too often) can really get up people's noses. Here are some ideas to help avoid problems between you, your flatmates and your neighbours.

- Get to know your flatmates, their timetables and their tolerance for noise.
- Be considerate of their need to study or prepare for exams and assessments.
- Be aware of how loud you and any guests are being.
- If you're on the phone or video calls, keep the volume down – especially if you're making an international call in the wee hours.
- Don't subject your musical tastes on your flatmates or neighbours.

If you're going to have a gathering at your apartment:

- don't leave anyone out
- plan it with your flatmates
- stay within the Ōtautahi House Rules and Regulations for gathering sizes and quiet times. These are weeknights (Sunday to Thursday between 10pm and 8am)

and weekends (Friday and Saturday between midnight and 8am).

- ask the Ōtautahi House team what to do.

## **BEHAVIOURS TO AVOID**

We highly recommend you don't engage in any of these behaviours (which are guaranteed to annoy your flatmates).

- Gossiping about a flatmate or resident.
- Borrowing, breaking or losing someone else's property.
- Treating communal areas as if you're the only one living there.
- Eating food that isn't yours.
- Having noisy social gatherings when your flatmates are trying to study.
- Using social media to vent, shame or blame others (even in private group chats). Remember members of your social media audience may also be members of the other person's community, and social media posts are often shared more widely. What you say there can impact on them emotionally and reputationally.
- Giving unwelcome attention.

## **RESOLVING ISSUES**

We all have different personality traits. It's worth keeping that in mind if you have an issue with a friend or flatmate.

- Try to resolve the issue before you get to bursting point.
- Start by talking it over face-to-face.
- Tell them how their actions are affecting you and be specific.
- Remember it's the behaviour you don't like, not necessarily the person.
- Avoid accusations.
- Use "I" statements and try to avoid "you", "never" and "always".
- Focus on solutions; explain how you think things can work better for both of you.
- Be open to feedback and to making changes yourself.

Always remember that staff are here to support you. If you feel out of your depth trying to resolve an issue and/or if the issue is of a serious nature, contact the Accommodation Team or any relevant Student Support Services at Ara (e.g. advocate, counsellors, student support).

# YOUR COMMUNITY

At Ōtautahi House we embrace diversity and encourage all residents to get involved in social, sporting or cultural activities. It's a great way to meet and understand people who have different values, lifestyles and backgrounds to your own. Take the opportunity to get to know your flatmates, other residents and the residential team, and never be afraid to ask questions or seek advice or guidance. Be pro-active! Organise events, activities and outings yourself that help Ōtautahi House residents get to know each other.

## SUPPORT FOR YOU

Any time you need help, advice or just a chat, head to the Accommodation Office. The team can help with any questions you might have about Ōtautahi House, the local area, or the support services available to students at Ara.

The Accommodation Office is located on-site at Ōtautahi House on the ground floor of B Block, phone 03 940 8238 or email: [accommodation@ara.ac.nz](mailto:accommodation@ara.ac.nz)

## SUPPORTING EACH OTHER

Most Ōtautahi House community members are first or second year students/residents and are living away from home for the first time. That is a lot to adjust to. You're encouraged to be

supportive towards others at Ōtautahi House and let others know if you need support.

## SECURITY/AFTER HOURS SUPPORT

If you have a problem or emergency after hours (after 10pm Sun-Thu or midnight Fri-Sat) phone Security on 027 540 8076.

## ŌTAUTAHI HOUSE MANAGEMENT

While most matters relating to Ōtautahi House can be supported directly by the Accommodation Team, management can also be contacted via [accommodation@ara.ac.nz](mailto:accommodation@ara.ac.nz) or by contacting Ara on 0800 24 24 76 or emailing [info@ara.ac.nz](mailto:info@ara.ac.nz) and asking to be put through to the senior manager responsible for Ōtautahi House.

## EVENTS AND ACTIVITIES

Throughout the year a wide range of events and activities are offered, both at Ōtautahi House and beyond. They range from social, cultural and arts activities to sports events and volunteering opportunities. These activities are organised by Ara. We encourage you to get involved, and to involve others. Many Ōtautahi House residents also organise events, activities and outings for the wider Ō'House community. We encourage this. You'll need to liaise with the Accommodation Office to support you in your efforts and to ensure that things like health and safety factors are well considered.

To find out what's coming up, keep an eye out on the noticeboards around Ōtautahi House, the Ōtautahi House facebook page, or visit *MyAra* for details.

### COMPULSORY EVENTS

Some events at Ōtautahi House are compulsory for all residents to attend. These events will be notified in advance and help to support health, safety and wellbeing within the community.

### SPORTING ACTIVITIES

Exercise is a great way to stay fit, meet people and give yourself a breather from study. If you want

to join or create a team together for occasional friendly games (or maybe even serious competition) contact the Recreation Centre on 03 940 8435 or email: [reccentre@ara.ac.nz](mailto:reccentre@ara.ac.nz)

### OTHER HOBBIES AND INTERESTS

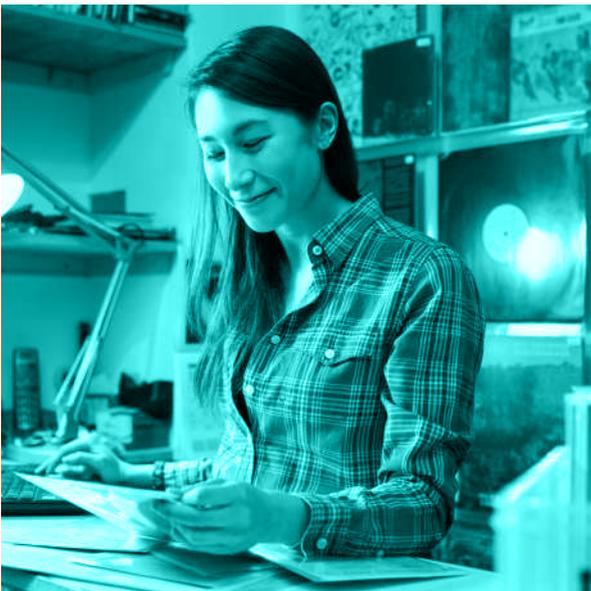
Whether you're into gaming, board games, cooking, craft, sustainability, language exchange, outdoor pursuits, movies or music, there's likely to be another resident who shares your interest, or who wants to try something new. Use the Ōtautahi House Facebook page to connect with others who share your interests, or check out student groups on *MyAra*.

### CELEBRATIONS AND GATHERINGS

If you're planning on having a small social gathering at your apartment or in the shared social spaces at Ōtautahi House, you can do so as long as you adhere to both the Ōtautahi House rules and the celebrations and gatherings guidelines.

It is important to note:

- the maximum size of any gathering in your apartment is 12 people in blocks A and B, and 10 in blocks C, D and E
- gatherings larger than this are not allowed and are considered a party or event. If you have an idea for an Ōtautahi House event, speak to the Accommodation Team to see what might be possible
- Ōtautahi House rules include quiet times, alcohol and drug rules, responsibility for guests and respectful behaviour towards others and must be adhered to.



# YOUR WELLBEING

Feeling good and functioning well.

This section covers some serious issues. We hope you won't have to deal with them, but if you do, know that there is a support network of people at Ara who are ready to listen, understand and help.

## CODE OF PRACTICE

Ara complies with the Education (Pastoral Care of Tertiary Learners) Code of Practice 2021. The code sets out the things we must do to ensure learners' safety and wellbeing, including those living in student accommodation.

As a signatory to the Code of Practice, Ara must be able to gather and communicate relevant information across the wider organisation (including student accommodation) to accurately identify emerging concerns about learners' wellbeing and safety or behaviour so learners can be connected quickly to the appropriate services.

Staff will treat all student concerns and private details with respect and confidentiality. However,

there are occasions when it may be necessary for members of the Ara management team to contact or disclose information to relevant parties (e.g. parents/ caregivers, health professionals, academic or support colleagues, financial guarantors).

This may occur when:

- there are concerns regarding the health or wellbeing of a resident
- there is a clear or imminent danger to a resident or staff member
- there have been serious breaches of Ara and/or Ōtautahi House rules, regulations or policies
- payment of accommodation fees are in arrears.

---

## THE FIVE WAYS TO WELLBEING

We strongly encourage you to make the Five Ways to Wellbeing part of your daily activities: **Be Active, Take Notice, Keep Learning, Connect and Give.**

**Find out more at:**  
[Five Ways to Wellbeing](#)

---

## **YOUR WELLBEING**

If you're struggling, the Accommodation Team can help you identify what support you need and connect you with the appropriate services. See the Akonga wellbeing booklet at [tepūkenga.ac.nz/te-pae-ora/](http://tepūkenga.ac.nz/te-pae-ora/) or see the Akonga wellbeing booklet for more information about supporting your physical, emotional, mental, social, spiritual and financial wellbeing.

If an issue is affecting you or you're worried about another resident, you have the right and responsibility to seek help, both for yourself and the other person. Your action could prevent the situation getting worse, and could make life a lot better for everyone concerned.

Whatever the issue, or whatever is on your mind, there are plenty of people you can talk to and who can offer practical and personal support. Start by approaching the Accommodation Team, or visit the Health Centre on campus; these staff are experienced at providing advice and guidance on a range of issues. If they can't help you directly, they can put you in touch with someone who can.

Useful information is also available on *MyAra*.

## **GYM MEMBERSHIPS**

Ōtautahi House residents enjoy free gym membership at the City campus each year until the end of February. This is a great opportunity to try the Ara gym out casually or set your exercise pattern for the year.

Phone 03 940 8051  
Email: [reccentre@ara.ac.nz](mailto:reccentre@ara.ac.nz)

## **WELFARE CHECKS AND WELLBEING PLANS**

The Accommodation Team will check in with you from time to time to see how you're going and if you need any support. Please don't hesitate to contact the team to arrange a check in, any time you want one. If you would like to create a Wellbeing Plan there are a range of options.

## **OTHER HEALTH AND WELLBEING MATTERS**

For non-emergency medical matters a doctor, nurses and a counsellor are available at the Health Centre located on campus. The centre offers quality, low-cost health care and staff are specialists in youth health. Some counselling services are free. Phone 03 940 7566 to enquire about enrolling or to make an appointment.

## **AFTER HOURS CARE**

### **24 Hour Surgery**

401 Madras Street  
Open 24 hours  
Phone 03 365 7777

### **Moorhouse Medical Centre**

3 Pilgrim Place  
Open every day 8am-8pm  
Phone 03 365 7900

## **HEALTHLINE - 0800 611 116**

Healthline is a free service which provides advice from specially-trained registered nurses. If you need to talk to someone in a language other than English, this can usually be arranged.

Call Healthline if:

- you're feeling unwell but you're not sure if you need to see a doctor
- you're concerned about a friend or family member who is sick
- you want to know where the nearest doctor or pharmacy is.

More information on Healthline is available at [healthline.govt.nz](http://healthline.govt.nz)

## **1737 - NEED TO TALK?**

This is a free national counselling service you can call or text at anytime day or night. Simply call/txt 1737.

## **Lifeline**

Call 0800 543 354 or text 4357 for free confidential support 24/7.

## **Health Centre**

Free counselling sessions  
Phone 03 940 7566

Call 111 in an emergency or crisis.

## **STAYING SAFE**

### **Safety at Ōtautahi House**

Ōtautahi House has been designed to provide you and your fellow residents with a safe, secure environment so you can enjoy your academic and social life without too much worry. However, it's important not to be complacent about your own personal security.

### **Your personal safety**

If you ever feel that your personal safety is at risk while you're at Ōtautahi House, contact the Accommodation Office, or Security. In an emergency always call 111 first.

### **Burglaries**

To help prevent burglaries, please follow these guidelines:

- Always keep external doors locked.
- Always lock your bedroom and apartment doors when you go out.

- Don't prop open doors (including bedroom doors).
- Never lend your keys or swipe card to another person.
- Don't let anyone you don't know follow you into the building or your apartment.
- Don't leave money or valuables in full view when you're not in your room or apartment.
- Secure your bike to a bike rack using a quality lock (such as a D-lock).
- Notify the Accommodation Office or Ara Security if you notice any suspicious behaviour in or around Ōtautahi House.

## **SAFETY IN CHRISTCHURCH**

Christchurch is a friendly place, however, as with any urban area it is sensible to be security conscious both at home and when you're out and about. When travelling to and from Ōtautahi House, especially at night, we recommend that you stick to busy, well-lit streets and try not to walk alone.

## **HOLIDAYS**

You don't need to move out or move your belongings during the term breaks; your room is yours until the last day of your contract. If you're going away during term break, ensure your windows and doors are locked and the lights and appliances are off. Also let your flatmates know you'll be away – their break times might be different to yours.

## **ABSENCE**

Your safety and wellbeing is our priority. To help us with this please ensure you have let both your flatmates and the Accommodation Office know if you're going to be away from Ōtautahi House and for how long. A quick email, text or private message is all that is needed.

If we think your room has been unoccupied for an unexplained length of time and we haven't heard from you, we will investigate. If you haven't seen one of your flatmates and they didn't tell you they were going to be away, please let the Accommodation Office know immediately.

# WHEN SOMETHING GOES WRONG

The following information is provided to help you deal with a range of issues that might arise while you're living at Ōtautahi House.

We recommend that you read up now, so you know what to do before something unexpected happens. We also suggest that you put important numbers for key support staff in your phone's contact list so you can access help when you need it.

## **LOCKED OUT**

If you lock yourself out of Ōtautahi House, there's always someone who can help you get back in.

During office hours (these are listed on the office door and Facebook page and include evenings). The Accommodation Team will assist you, ph 021 835 713.

All other times call Security 027 540 8076.

Lockouts that occur after office hours are dealt with by Security. Sometimes staff may not be able to attend straight away due to more pressing matters. Please be patient.

## **LOSING YOUR KEYS**

Never give or lend your keys or swipe card to anyone. It compromises security at Ōtautahi House for all residents. If you lose your keys, report the loss to the Accommodation Office. A replacement key costs \$30.

## **DAMAGE & BREAKAGES**

You're responsible for damage or breakages in your room or apartment, even if the damage or breakage is unintentional or caused by a guest. Please report any damage or breakages at the time, so replacements or repairs can be arranged as soon as possible. If you lose, remove

or irreparably damage any item while at Ōtautahi House you'll be charged accordingly.

## **MAINTENANCE ISSUES**

Maintenance issues may arise in your apartment from time to time. Staff are on hand to deal with both urgent and non-urgent issues. We aim to get things sorted quickly, however sometimes more complex repairs or replacements may take longer (for example if parts need to be ordered). If you've lodged an issue with the team, and the repair hasn't happened, please check in with the office for an update.

### **Urgent maintenance**

Staff will attend to urgent maintenance issues immediately. These include leaks/floods, electricity shortages, broken doors and other issues that require urgent attention. Please report urgent maintenance issues to the Accommodation Office or Security.

### **Lodging a maintenance request**

Please report any urgent or non-urgent maintenance to the Accommodation Office on 03 940 8238 or email [accommodation@ara.ac.nz](mailto:accommodation@ara.ac.nz).

To enable the issue to be fixed quickly, please provide as much information as possible, e.g. flat #, room #.



### **EMERGENCIES**

In an emergency, dial 111. Only ring this number when there is a danger to life or property, or when police attendance is required to report a crime or other incident. For non-emergencies call 105, e.g. for a stolen bike.

If you or a friend is experiencing a serious medical or mental health emergency, phone emergency services on 111 immediately. Wherever possible, also alert the Accommodation Team.

### **EMERGENCY PROCEDURES**

Emergency Procedure instructions are displayed in all apartments. Please familiarise yourself with these.

Staff have been trained how to respond in emergency situations; please do exactly as they direct.

---

**FOR ANY LIFE-THREATENING EMERGENCY, CALL 111 FROM ANY PHONE FOR FIRE, POLICE AND/OR AMBULANCE.**

---

## Evacuation

Evacuation notices are posted in building foyers. Please read these and take note of instructions given by the staff at the beginning of the year.

If a fire alarm sounds, you MUST evacuate the building immediately and follow our emergency procedure.

- Put on shoes and leave the building using either the stairway or the fire exit (do not attempt to take personal belongings).
- Close doors behind you.
- Follow the green signs indicating the shortest exit route.
- Assemble with other members of your floor/ house/stairwell at the designated meeting area (Ōtautahi House car park).

Once the emergency services have arrived, you must follow their instructions. Staff and/or emergency services will check your rooms/flats after you have vacated them. Don't re-enter the building until staff advise it is safe to do so.

## FIRE (AND FIRE ALARMS)

Ōtautahi House is equipped with smoke detectors, heat detectors, extinguishers and fire alarms and we recommend you identify where these are around your apartment and room.

False fire alarms are occasionally caused by food left in toasters, hairdryers and hair straighteners. The fire protection system is sensitive for obvious safety reasons, so please take care not to leave small appliances on and unattended.

### Fire response

- Alert all people in the immediate vicinity.
- Activate the nearest fire alarm.
- Don't open closed doors without first checking for fire (use the back of your hand to see if the door is warm/hot).
- Crawl low (smoke and heat will build from the ceiling down).
- Close doors behind you as you exit (this slows the spread of fire and smoke).
- Exit the building using the nearest safe route and gather at the assembly point (Ōtautahi House car park).

Once you're clear of the building:

- call 111
- notify Accommodation Team or Security
- account for all people nearest your room – if anyone is missing, tell fire service staff
- do not re-enter the building.

## EARTHQUAKES (AND OTHER NATURAL DISASTERS)

The Emergency Response Plan for Ōtautahi House recognises that Christchurch is an earthquake-prone zone. Basic emergency supplies and tools are kept at Ara.

We suggest you make your own personal emergency pack to enable you to be self-sufficient for up to three days in the event of an emergency. Suggestions of what to include in your personal emergency pack are available from the Civil Defence website, or you can speak to staff at the Accommodation Office.

### Earthquake response

- DROP down onto your hands and knees (before the earthquake knocks you down). This position protects you from falling but allows you to still move if necessary.

- COVER your head and neck (and your entire body if possible) under a sturdy table or desk (if within a few steps of you).
- If there is no shelter nearby, crawl to an inside corner of the room and cover your head and neck with your arms and hands.
- HOLD ON to your shelter (or to your head and neck) until the shaking stops. Be prepared to move with your shelter if the shaking shifts it around.

The shorter the distance to your safe place, the less likely it is that you'll be injured by furnishings that become flying debris during the shaking.

Keep away from windows and other items that may fall on you. Responding quickly in an earthquake may help protect you from injury. If you're inside you should remain inside, if you're outside, you should remain outside but take shelter clear of buildings, trees, power lines and other potential hazards.

If you're instructed to evacuate, or if the alarm sounds, head to the nearest safe evacuation meeting area and await instructions from staff or emergency service personnel.

### **ARA LOCKDOWN**

#### **Threat to life on campus**

- The campus will be locked down.
- Close all curtains/blinds.
- Switch your mobile phone to silent so you can make and receive communications. Switch off other electronic devices such as laptops.
- Move away from all windows and/or doors.
- Move to a higher floor where practicable.
- Remain quiet.
- Follow the instructions of Ōtautahi House staff.
- Await instructions from Emergency Services.

#### **Threat to life at Ōtautahi House**

**RUN – HIDE – FIGHT**

**RUN** – to a place of safety.

- Have an escape route and plan in mind.
- Leave belongings behind.
- Keep your hands visible.

**HIDE** – if unable to run from the area.

- Hide in an area out of view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone.
- Turn off lights, radios, computer monitors.





**Emergency preparedness**

You should have a small personal emergency kit (grab bag) kept in your room.

Minimum requirements are:

- emergency contact details – a written copy as well as next of kin listed on your cell phone
- torch and spare batteries
- strong outdoor shoes
- supply of personal medications
- hand gel or antiseptic wipes
- survival blanket
- bottle of water
- muesli bars/energy food.

Have nearby and bring with you in case of an evacuation:

- warm clothing (jacket or similar)
- your cell phone and charger if you have one.

Additional items which may be useful:

- personal toiletry items
- small plastic bags
- whistle and light sticks
- copies of important documents.

**Pandemic safety Notifiable and communicable diseases**

In the event of a pandemic or outbreak of infectious disease, all students are expected to be prepared and adhere to:

- Ministry of Health directives and guidelines
- instructions from Ara and Ōtautahi House staff
- social distancing guidelines and restrictions
- sanitising requirements.

You should have your own medical kit and masks.



# MOVING OUT

When the time comes to move out of Ōtautahi House, there are a number of things you must do.

- Let the Accommodation Office know in advance which day you plan to vacate your room.
- If you're not returning, please complete a Bond Refund form.
- Ensure you've paid all your fees and charges as per your Residential Agreement.
- Leave your room and apartment in the same state of cleanliness and repair as you found it. An inspection is done within 14 days of the departure of the last person to leave the apartment. If you want a pre-inspection, you need to organise this in advance.
- Leave all furniture and fittings in the appropriate rooms.
- Remove all your personal belongings by the vacation date.
- Return your room key(s) on their original tag to the Accommodation Office by the due date (extra charges will apply if keys are missing or handed in late).
- Following the inspection, you may be required to pay for any damage, items that need to be replaced, or cleaning expenses (any charges incurred will be deducted from your bond).
- If you're returning to Ōtautahi House in the new year, you'll need to submit a new application by 30 September. A set number of places are available for returning residents.

These are allocated on a first-in first-served basis. There may be storage options for you to store some or all of your personal items.

Please contact the Accommodation Office for further information.

# ŌTAUTAHI HOUSE RULES AND REGULATIONS

These are the house rules and regulations for all residents of Ōtautahi House ("the rules and regulations").

## 1 INTRODUCTION

We aim to have a community where residents respect themselves and others, a community where healthy social interactions and academic pursuits are expected. The rules and regulations we have outlined in this handbook have been developed to help everyone have a productive, enjoyable and safe year.

By signing the Residential Agreement, you agree to be bound and abide by the rules and regulations outlined in this handbook and all relevant Ara Policies and Procedures. The handbook should be read in conjunction with the terms of the Residential Agreement. In the event of any conflict between the Residential Agreement and the rules, the Residential Agreement will prevail.

Ara is entitled to amend or add to the rules during the term of your residency. We will endeavour to consult with you before any changes are made, however, there may be some instances where it may not be possible to consult, and Ara reserves the right to make these changes without consultation. Any changes to the rules will be notified to all residents.

If you fail to comply with these rules and any update or variation of them which is notified by Management, it will constitute a failure by you to comply with the provisions of your Residential Agreement and may lead to disciplinary action including termination of

your right to reside in Ōtautahi House. See 7.2 *Disciplinary process*.

The rules are intended to benefit residents. However, they should not be seen as an exhaustive list of the expectations of residents. In becoming a resident of Ōtautahi House, you become a member of Ōtautahi House and wider Ara community and accept the responsibilities and obligations associated with being a good neighbour, resident and citizen, whether or not they are detailed in the rules.

## 2 RESIDENT RIGHTS AND RESPONSIBILITIES

The Ara community consists of a diverse range of people, and we respect all members of that community. Members of the Ōtautahi House community should feel safe and included in their community.

Discrimination against or mistreatment of any other human being because of age, disability, neurodiversity, national origin, sexual orientation, race, gender, or gender identity, religious or spiritual affiliation - including non-affiliation or any other reason - will not be tolerated. Verbal or written abuse, abuse by imagery, threats, intimidation, violence, bullying or other forms of harassment against, or harm to, any member of our community will not be accepted.

Examples of behaviour we deem to be anti-social include name-calling, derogatory comments, abusive language, disruptive or abusive behaviour, any form of physical violence, sexual assault, sexual harassment, persistent unwelcome attention, intimidation,

harmful gossip, or intentional damage to another person's reputation. This includes use of social media. Ōtautahi House will enforce a "zero tolerance policy" with respect to discrimination, violence, bullying, harassment or mistreatment.

All residents residing at Ōtautahi House are bound by APP301 and APP301a Learner Rights and Responsibilities, CPP222 Addressing Bullying, Harassment and Discrimination.

### **3 THE EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS) CODE OF PRACTICE 2021**

Ara and Ōtautahi House provide services consistent with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

### **4 CONFIDENTIALITY**

As a signatory to the Code of Practice, Ara must be able to gather and communicate relevant information across the wider organisation (including student accommodation) to accurately identify emerging concerns about learners' wellbeing and safety or behaviour so learners can be connected quickly to the appropriate services.

Staff will treat all learner concerns and private details with respect and confidentiality however there are occasions when it may be necessary for members of the Ara management team to contact or disclose information to relevant parties (e.g. parents/ caregivers, health professionals, academic or support colleagues, financial guarantors).

This may occur when:

- there are concerns regarding the health or wellbeing of a resident
- there is a clear or imminent danger to a resident or staff member
- there have been serious breaches of Ara and/or Ōtautahi House rules, regulations, or policies
- payment of accommodation fees are in arrears.

### **5 HEALTH SAFETY AND WELLBEING**

With an emphasis on learner self-care and wellbeing, we have developed a Health and Wellbeing resource, a copy of which is in your

Care Pack. We encourage you to read this booklet and not to hesitate to approach any staff member at any time with questions.

As part of our commitment to your health and wellbeing, attendance at some Ōtautahi House events and activities is compulsory. These will be things such as inductions, orientation, whakawhanaungatanga, important announcements etc. These compulsory events will be communicated to you in advance and attendance is required.

### **5.1 Welfare Checks**

The Educational (Pastoral Care of International and Tertiary) Code of Practice 2021 requires tertiary organisations to have in place appropriate welfare checks for residents in student accommodation.

Welfare checks enable us to identify needs you might have, and to collaborate with you to put into place appropriate support. These might involve a scheduled or adhoc wellbeing check-in to see how things are going for you. A team member may contact you, and you're encouraged to instigate this yourself whenever you need or feel it would be beneficial. This can be done with flat groups as well as individually.

In the case of concern for your immediate wellbeing:

- the Accommodation Team or Security are mandated to enter your flat or room without prior permission, after knocking and calling out to make sure you're safe and well
- management reserves the right to contact your nominated emergency contact person.

### **5.2 Response to serious wellbeing concerns, and self-harm**

If the support you require is beyond what we can provide (e.g. if self-harm is involved, or you are not managing your personal health, safety or wellbeing in a way that is putting yourself or others at significant risk) we'll talk to you about spending recovery time in a supportive environment away from the Ara Ōtautahi House Residence. This is generally with family and whānau or other people you're closest to.

This respite break allows you to recover emotional and/or physical wellbeing and gives time for a longer-term safety and wellness plan to be developed.

Ara will work with you and your whānau to support your return at the appropriate time.

Ara reserves the right, in reasonable consultation with the resident, to make the determination as to what defines an appropriate time.

Ara reserves the right, in reasonable consultation with the resident, to end the residential contract if Ara does not believe that the residents safety can be managed.

### **5.3 Absence from Ōtautahi House**

If you expect to be absent from your residence at Ōtautahi House for more than 48 hours, it is a requirement that you email accommodation@ara.ac.nz or complete the online form provided as part of your induction, to advise when you'll be away. It's also important that you inform your flatmates. This is important in the event of an emergency, so that management can quickly identify who is on-site. It's also important that we can identify residents who may be on their own for a period while their flatmates are away, so the Accommodation Team can check in on them.

### **5.4 Positive wellbeing and self-care**

At Ōtautahi House and in the wider Ara environment, emphasis is put on providing a safe, inclusive, and transparent environment where students have ready access to information and guidance on their rights and responsibilities. Comprehensive services and avenues for sharing and problem-solving provide the opportunity for self-care, to maintain personal health and wellbeing and we encourage you to use all the resources available to you.

It is expected that residents are self responsible, self managing, and making good choices in regard to their health safety and wellbeing and are seeking support and guidance as needed.

Ara has a duty to provide a safe living environment. Where a resident's actions are deemed to present a significant safety or wellbeing risk to themselves that cannot be managed by Ara, Ara may enact the actions described in 5.2 of the rules.

It's important that you advise the Accommodation Office if you're unwell, injured or need help maintaining your general health and wellbeing so we can support you during this time. Support may be in the form of practical supplies during illness or referral to other services across Ara.

The Accommodation Team is also there to support you, and to help you identify and access the right support for you.

This support and guidance can best be described using Te Whare Tapa Whā, the four cornerstones of Māori wellbeing.

### **5.5 Personal Issues**

Personal issues, such as academic stress, alcohol abuse, depression and eating disorders may strain relationships in a living situation. It is both a resident's right and a resident's responsibility to seek help when such issues become disruptive.

If a resident is worried about themselves or a friend, or if the behaviour of another resident affects the living habits of others, you should endeavour to seek help for that other person.

Sources of help such as the Ara Health Centre and counselling services are listed in the Helpful Contacts section within this handbook (page 38).

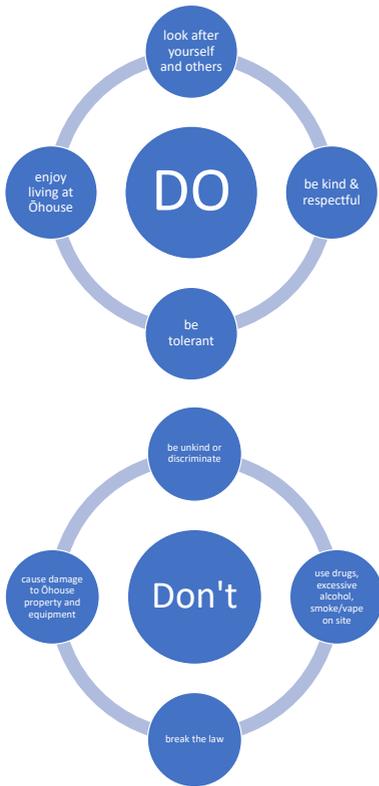
The Accommodation Team can provide support and guidance.

### **5.6 Pandemic Safety Notifiable and communicable diseases**

In the event of a pandemic or outbreak of infectious disease, all students are expected to be prepared and adhere to:

- Ministry of Health directives and guidelines
- relevant Ara policies and procedures
- instructions from Ōtautahi House and Ara staff
- social distancing guidelines and restrictions
- sanitising requirements

You should have your own medical kit and masks.



## 6 ŌTAUTAHĪ HOUSE RULES

At Ara we respect the cultural, spiritual, and emotional needs of all learners, accepting of individuality. Ōtautahi House operates with the understanding that every resident has the right to their own personal freedoms and that every resident has an obligation to respect the rights of others.

- Ōtautahi House promotes and encourages residents to address issues independently in the first instance. For example, it is expected residents will attempt to deal with noise disruptions independently before approaching an Accommodation Team member for assistance. Exceptions include serious harm issues, or where a resident doesn't feel confident or safe to do so without support. In this case, residents are strongly encouraged to seek support at the earliest opportunity.

- If an issue cannot be resolved among residents, the Accommodation Team is available to assist.
- In circumstances when a resident's behaviour or action has significantly impacted on other residents or the wider community, the accommodation management will become involved. This includes situations when instructions provided by staff are ignored by residents.
- Incidents that are serious in nature should be raised with the accommodation management as early as possible and may result in disciplinary action (*see section 7*).

### 6.1 Resident, Guest and Visitor Conduct

We aim to have a community where residents respect themselves and others, a community where healthy social interactions and academic pursuits are expected. Residents are responsible for their own behaviour and that of their guests and will be held accountable, including financially (where applicable), for any act, omission or misconduct by themselves or their guests.

#### 6.1.1 Guests

Guests must be accompanied by the hosting resident at all times. Residents are held accountable and responsible for their guest's actions and any damage they might cause. Guests may stay for a maximum of two consecutive nights. Extended visits are not permitted, and residents must not in any circumstances allow any other person to reside in their room or the flat communal areas. To ensure compliance with fire and safety regulations, and in consideration of the rights of other residents of a flat, the following procedures must be followed.

- All residents of a flat must be aware of a guest staying overnight and have given their approval to this.
- A guest must be accompanied at all times by a resident and must never be given a room key or swipe card.
- A guest cannot stay more than two nights in any given period of seven days.
- Any person found to occupy a room, where the above procedure has not been followed, will be deemed as unauthorised, and the resident of the room will be charged \$60 for each night the unauthorised person

has stayed and will be in breach of their residential agreement. The unauthorised guest will be expected to vacate Ōtautahi House immediately.

- A guest must leave Ōtautahi House immediately if requested to do so by Management, whether or not the above procedure has been followed. The resident must ensure that any guest or other person who is in Ōtautahi House at their invitation or in their company complies with the rules and any reasonable directions given by Management and does not do anything which a resident is prohibited from doing under the Rules and their Residential Agreement.

### 6.1.2 Visitors

A visitor is defined as a person who is meeting with a resident for a brief period of time, while a guest is defined as a person who is staying overnight with a resident. All visitors are required to leave Ōtautahi House by 12am (midnight). Any visitor present in Ōtautahi House after this time will be considered an “unauthorised person.” The unauthorised visitor will be expected to vacate Ōtautahi House immediately. Visitors are expected to adhere to Ōtautahi House rules and residents are responsible for their visitors’ actions at all times. Visitors must be accompanied by the hosting resident at all times. Management reserves the right to deny access to guests or visitors for behavioural or safety issues, at its sole discretion.

### 6.1.3 Inappropriate Behaviour

Ōtautahi House aspires to be an inclusive community and we believe that all members of the community have the right to study and live in an environment that is free from any form of antisocial or malicious behaviour.

We do not tolerate any form of harassment, abuse (including via written or electronic media, physical, spoken or published), assault or anti-social behaviour.

Examples of behaviour we deem to be anti-social include but are not limited to: name calling; disruptive behaviour; abusive language or behaviour; bullying; any form of physical violence; unwanted physical contact; unwanted non-verbal contact or attention; unwanted electronic messages; harmful digital communications; intentional or reckless intimate visual photos or recordings;

stalking; sexual assault; sexual harassment, exclusion and/or derogatory comments and language. Bullying is any one off or repeated unreasonable behaviour that is directed toward a person, or a group of people, which can lead to physical or psychological harm. This includes cyberbullying.

Ōtautahi House will enforce a “zero tolerance policy” with respect to discrimination, violence, and harassment of any kind to any person, details of which are set out in the Ara Harassment Policy. Any instances of discrimination or harassment are likely to result in disciplinary action, and in some instances, referral to the appropriate authorities.

Residents who have been victim of any form of harassment are advised to contact Ara’s Health Centre and counselling service for support.

### 6.1.4 Hazing/Initiation

Hazing is defined as any mental or physical requirement or obligation placed upon any person or group of persons which could cause discomfort, pain, fright, disgrace, injury or which may be personally degrading, or which violates any Ara policy or law. Hazing in any form is completely unacceptable in Ōtautahi House.

### 6.1.5 Trespassing

Unauthorised persons, including non-residents, uninvited visitors or any other person(s) deemed to be unauthorised by Management (at its absolute discretion) will be asked to and must leave Ōtautahi House. Any person whose behaviour is unacceptable, or who is behaving in a suspicious manner will be asked by Management to leave Ōtautahi House and if they do not leave Ōtautahi House will be trespassed. Management reserves the right to report all trespassers to the police.

### 6.1.6 Noise

Every resident is responsible for the maintenance of good order and reasonable quietness in their room, apartment and in the outdoor communal areas. Residents must think about how noise affects others and keep the volume down on anything that could disturb others. This includes immediate flatmates, other apartments and neighbouring properties.

If a resident or staff member asks you to minimise noise, then you must do so immediately. Disciplinary action may be taken for incidents of noise disruption and we reserve the right to confiscate items such as alarm clocks and/or speakers/boom boxes or other sources of noise, if ongoing noise issues are a continued cause of disturbance. This includes bass vibrations from speakers.

The following parameters have been put in place to maintain an environment which supports resident rights to privacy and quiet enjoyment, and which is also conducive to study.

Quiet times are Sundays to Thursdays between 10pm and 8am, and Friday/Saturday nights between midnight and 8am. The impact of noise outside of these times must still take into consideration the requirements detailed above.

Occasional use of outdoor speakers must comply with the requirements above and is at the discretion of the Accommodation Office management. Speakers must be at ground level only; not require extension cords (e.g. run off battery) unless approved by the Accommodation Team and/or Events Teams; and must not be pointed in the direction of the Ramada Hotel or any other neighbouring business or dwelling that might be adversely impacted by noise.

### 6.1.7 Celebrations and Gatherings

#### Inside Apartments

Gatherings in apartments are limited to a maximum of 12 people per flat in blocks A and B, and 10 people per flat in blocks C, D and E under the following guidelines.

- The maximum number at the gathering is inclusive of residents and guests.
- All Ōtautahi House rules must be adhered to. These include but are not limited to rules relating to drugs, alcohol, guests and visitors, noise and behaviour.
- All residents of a flat must have given their approval for this and can withdraw their approval at any time.
- The Ōtautahi House team and/or the security guard on duty are required to shut down any gatherings that do not comply with these guidelines.

#### Outdoor courtyard

The courtyard is there for the enjoyment of the Ōtautahi House community. The picnic tables, communal garden, BBQs, games and sports equipment are available for residents' use.

Alcohol is not to be consumed in the courtyard outside of events organised by or with the Accommodation Team or Events Team.

Approved gatherings in the courtyard areas include:

- a low-key social gathering with a maximum of 20 people, e.g. two flats having a BBQ with a few invited friends.
- sports, games, or low-key daytime events (prior to 8pm) with up to 30 people during daylight hours only.

Ōtautahi House management may apply some discretion should gathering sizes be larger than this e.g. sports games, or several groups in separate gatherings. Factors that may be considered in applying this discretion will include but are not limited to such things as intoxication, behaviour, noise or impact on others.

Anything outside of this criterion is defined as an event and must be organised in advance and supported by the Accommodation Office and/or Events Team.

#### Events

A range of on- and off-site events and activities are organised by the Accommodation Office and Events Team throughout the year. Residents are encouraged to submit ideas and requests for events and activities; and if approved to participate in the organisation and delivery of them if interested to do so.

Ideas and requests can be submitted by emailing [accommodation@ara.ac.nz](mailto:accommodation@ara.ac.nz), or by popping into the office to discuss with a team member.

#### Parties

Requests for private parties will not be considered, and off-site venues should be explored for those wanting to organise private celebrations, such as birthday parties, which do not meet the above criteria.

### **6.1.8 Running a business from Ōtautahi House**

Residents are not permitted to conduct a business of any description from their room, flat or any other part of Ōtautahi House except with the prior written permission of Management.

### **6.1.9 Weapons/Firearms**

The possession of weapons (sword/knives etc) or firearms (guns, ammunition or explosives etc), including but not limited to air guns, BB guns, air soft, archery equipment, slingshots, crossbows, replica firearms or toy guns that may be mistaken for genuine firearms, by residents and/or their guests within Ōtautahi House is forbidden. If residents or their guest(s) are found to be in possession of a weapon or firearm, Management will take disciplinary action which may include termination of a resident's Residential Agreement, confiscation of the weapon/firearm. Management also reserves the right to report the incident to the police.

## **6.2 Alcohol, Drugs, Smoking/Vaping**

### **6.2.1 Drugs**

The possession, cultivation, usage including being under the influence, or selling of any non-prescribed or illegal drugs and/or the possession of any equipment to aid the use of illegal drugs or substances is prohibited. Any breach of this rule, in any form, by a resident is considered serious misconduct.

Ara has a good working relationship with the police and may from time to time have the police and/or drug detection dogs do a check of flats and facilities. Any student found in possession of illegal drugs or substances will be referred to the police.

### **6.2.2 Alcohol**

The excessive or inappropriate use of alcohol which can lead to inappropriate behaviour, impaired judgment, or negatively impact on health and wellbeing is not supported at Ōtautahi House.

The following parameters have been put in place in order to maintain a safe environment for all residents and in order to ensure a positive 'drinking' culture within our community where alcohol is being consumed.

The consumption of alcoholic beverages is limited to Friday and Saturday nights until midnight (12am), or by prior arrangement with, and approval by, Ōtautahi House management. During this time you can choose to drink in your own flat or as a guest in other flats.

Residents (and their guests and visitors) who choose to drink alcohol within these parameters are expected to do so responsibly and moderately. This means remaining in control of, and responsible for, personal safety and behaviours as well as appropriate and safe behaviours towards others. Intoxication will not be considered an excuse for inappropriate or unsafe behaviour.

Residents hosting a gathering where alcohol is present are expected to ensure good host practices including providing food, non-alcoholic drinks, or water, ensuring that guests are safe and well, and if intoxicated have a safe method to get home and for a safe place to sleep if staying over.

Where a resident chooses not to engage in alcohol consumption, or in excessive alcohol consumption, there is a clear expectation by Ōtautahi House management that they be free from social pressure to do so. Residents are required to comply with any policy, parameter or guideline published by Ara which relates to the consumption of alcohol and will be in breach of their obligations under the Rules and their Residential Agreement if they fail to do so.

Alcoholic drinking games and other activities that promote binge drinking are not permitted at Ōtautahi House. If these parameters are breached, Ōtautahi House staff and management have the right to confiscate alcohol and to apply a temporary or permanent alcohol ban on individual people, groups, or the whole community at Ōtautahi House.

### **6.2.3 Smoking/Vaping**

Ōtautahi House and Ara are non-smoking campuses - smoking and vaping of any substance is prohibited. This includes all internal and external spaces inside Ōtautahi House boundaries. If cigarette butts are found in the area surrounding Ōtautahi House buildings, residents of that building will be charged for their removal.

Residents who wish to stop smoking should contact the Ara Health Centre and counselling service for assistance.

### **6.3 Safety and Care of Facilities**

#### **6.3.1 Fire Safety**

All bedrooms are fitted with smoke alarms. For fire safety reasons additional kitchen appliances, dehumidifiers, heaters or electric blankets or any other homeware appliances are not permitted within Ōtautahi House. For the same reason candles, incense, burners, or any other item that has or requires a naked flame are not be used within any bedroom, common space or corridor.

To prevent overloading electrical circuits and to conserve energy, please limit electrical equipment in rooms to items such as computers, study lamps, clocks, small stereos, personal vanity items and other small appliances. These items must be maintained in good and clean operating condition.

The smoke alarm sensors are sensitive for your protection in the event of a fire. Covering smoke detectors or sprinkler heads, tampering with the detection system or any misuse of fire equipment are all breaches of Fire and Emergency NZ regulations and will be treated as serious misconduct by Ōtautahi House management. The sensors can be activated by hair dryers, hair straighteners and aerosol sprays. Therefore, to prevent accidental activation of the alarms, hair dryers, hair straighteners and aerosol sprays (including deodorant sprays) must only be used in bathroom areas and are not permitted to be used in bedrooms. Fire regulations require hallways and shared spaces to be kept clear.

Obstruction of smoke alarms and sprinklers by clothing and personal effects is dangerous and can result in damage and/or false alarms.

False alarms form the bulk of Fire and Emergency Service callouts. There is a cost for each false alarm call-out, whether malicious or accidental. This may be charged to residents.

#### **6.3.2 Electrical Safety**

Residents must comply with the following fire and safety policies which are intended to prevent injuries in Ōtautahi House and to ensure compliance with health and safety regulations.

- Never modify a plug by bending or removing prongs.
- If plug prongs break off and remain in the receptacle slots after insertion or withdrawal, do not attempt to remove them, contact the Accommodation Office at Ara for assistance.
- Extension cords should only be used when absolutely necessary and only on a temporary basis. If you must use an extension cord, we recommend using a multiple outlet power strip equipped with an internal circuit breaker. If you discover any faulty electrical equipment, please report this to the Accommodation Office at Ara.
- Do not “daisy chain” extension cords and/or power strips.
- Large appliances are not permitted in rooms.
- Promptly replace frayed or damaged cords.
- Do not dry clothes on the heaters or surround hot lamps with coloured paper.

#### **6.3.3 Pets**

Pets are not permitted at Ōtautahi House and no animal - with the exception of guide, hearing or other registered assistance dogs - is permitted in any Ōtautahi House building.

#### **6.3.4 Flat Inspections and Building Condition Issues**

Ara has a responsibility under the Education (Pastoral Care of Tertiary and International Students) Code of Practice 2021 to ensure learners are provided with the pastoral and academic support to help them succeed. One of the ways we can do this is to provide a safe and secure atmosphere that is conducive to the academic life of each resident. Therefore, subject to complying with any relevant notice provisions, Management reserves the right to enter any room/flat as below.

Purpose of Entry Notice	
To undertake random and scheduled drug detection services	Without notice
Where accommodation staff have a care or concern for a resident's health, safety or wellbeing	Without notice
In the case of an emergency or for urgent repairs	Without notice
If Management has reason to believe that there has been a serious breach of a rule	Without notice
If Management suspects that a person other than the resident is residing in the room or the flat communal areas	Without notice
To carry out repairs and maintenance which the resident has requested	24 hours' notice
To carry out general repairs and maintenance	48 hours' notice
To show the room/flat to prospective resident	By arrangement with the resident
Inspections of room/flat are undertaken to identify maintenance needs, ensure that health, safety, and cleanliness standards are being maintained and enable planning for renovation or refurbishment projects	48 hours' notice

Residents must not change any lock or place any additional locks on any door to their room or any other doors within their flat. Prior to vacating their room/flat, a resident may request a pre-inspection of a room/flat by contacting the Accommodation Office (see Moving In/Moving Out).

### 6.3.5 Ōtautahi House Property

Residents are required to:

- keep the premises clean and tidy and notify the Accommodation Office as soon as any repairs are needed
- not bring any items such as shopping carts/trolleys, road signs, road cones, public e-scooters, bikes or transport within Ōtautahi House grounds
- not damage or permit damage to the premises
- not disturb the neighbours
- not move furniture and chattels from their rightful location
- not alter the premises without Management's written consent
- not use the property for any unlawful purpose
- leave the property clean and tidy, and clear of rubbish and possessions at the end of the tenancy
- only use non-marking re-usable adhesive to fix posters to walls (use of nails or screws is prohibited)
- not make modifications to rooms, flats or any other part of Ōtautahi House such as installing shelves or hooks, adding new light fittings, changing light fittings, painting, or repainting, or altering permanent fixtures.

The roofs of buildings in Ōtautahi House are not constructed for pedestrian traffic. Residents must not go onto the roof of any buildings in Ōtautahi House for both their own safety and to avoid damage to the building. Residents are responsible for and will be billed for any damage they cause as a result of a breach of this rule.

The Ōtautahi House courtyard is for the use and enjoyment of all residents. Ball games such as rugby, soccer and cricket can be disturbing to other residents. Residents taking part in these types of games must consider the rights and need of other residents. If a resident is directed to cease playing these types of games by the Accommodation Team, Ara Management, or Security, they are to do so immediately.

Flyers and posters may be posted only after they have been approved by Management and then only at approved locations or on bulletin boards throughout Ōtautahi House.

Any materials posted anywhere else will be removed and cleaning charges will be billed to the responsible individuals.

The cost of damage to or loss of Ōtautahi House property (including laundry facilities) will be recovered from residents.

### 6.3.6 Chalking

‘Chalking,’ a popular means of promoting events, is prohibited in Ōtautahi House.

Any chalking on footpaths, parking areas or buildings will be removed immediately by Management and the persons responsible for such actions will be charged for the cleaning.

## 7 PROBLEMS OR COMPLAINTS

### 7.1 Discipline and Misconduct

Misconduct is an action or series of actions that breach your Residential Agreement, these rules, any laws, or any other generally accepted standard of behaviour. Depending on the nature of a resident’s misconduct, Management is entitled to take the disciplinary action detailed in a resident’s Residential Agreement, Ara policies and/or these rules and reserves the right to refer any occurrence of misconduct to Ara and/or the police if in their absolute discretion they determined that course of action is appropriate.

Disciplinary action includes but is not limited to admonition, probation, community work, termination of a resident’s Residential Agreement and the requirement for residents to leave Ōtautahi House.

Except in circumstances where Management do not consider it feasible (at its absolute discretion) for a resident to retain the right to reside in Ōtautahi House, a warning by email or in writing will describe the unacceptable behaviour, the right of Management to require residents to leave Ōtautahi House and the steps which residents must take to retain the right to continue to reside in Ōtautahi House. Should a resident fail to respond in an acceptable manner to an email or written warning and continue to behave in a manner that is detrimental to the wellbeing of the Ōtautahi House community, the resident’s Residential Agreement may be terminated and they will be required to leave their room/flat and Ōtautahi House.

In circumstances of serious misconduct, as determined by Management at its discretion, Management is not required to give any prior warning or notice of its intention to terminate a resident’s Residential Agreement except if to do so would breach a specific term of Residential Agreement or any legislative requirements. A resident required to leave Ōtautahi House for disciplinary reasons will not ordinarily have the opportunity to return to their room/flat except via prior arrangement with Management and then only to collect resident’s possessions and under the supervision of staff.

In the event that a resident is asked to vacate a room for disciplinary reasons, no fees will be refunded, and the deposit paid by residents in accordance with the terms of the Residential Agreement will be forfeited.

If a resident has had their Residential Agreement terminated and been asked to leave Ōtautahi House, Management reserves the right to refuse to accept an application for residency in Ōtautahi House from that resident in the future for such time as it sees fit.

### 7.2 Discipline Process

A resident is always entitled to a support person and to seek advice from other agencies prior, during, and after the disciplinary process. Information on support services and referral agencies is available from Ōtautahi House staff and is also available in the handbook.

Sanctions that are considered within the disciplinary process include but are not limited to:

- a) no sanction
- b) formal and informal warnings
- c) requirements to undertake work and/or attend programmes, counselling or medical appointments; movement restrictions; referrals to Police or to the General Manager
- d) fines and reparation (including those made on groups of which the resident is a part, where individual responsibility cannot be attributed) and directions to make reparation to third parties
- e) restrictions on activities, including alcohol bans, and non-association or non-attendance requirements

- f) suspension of the right of residence, or termination of the contract neither of which shall affect a resident's ongoing liability for fees.

### 7.3 Appeals

Where any decision is imposed by a person other than the Manager, the resident shall be entitled to have that decision reviewed by the Manager. Where a decision has been imposed by the Manager, or where the resident is not satisfied with the outcome of a review performed by that person, the resident may, within seven calendar days of being notified of the relevant decision, submit an appeal against the sanction to the Executive Director, Ākongā Success on the grounds that it:

- a) may cause significant hardship to the resident
- b) may be manifestly unfair; or
- c) may have been imposed without due process having been followed.

An appeal shall be in writing and set out the grounds the resident relies on for the appeal.

The Executive Director may determine any appeal as they see fit, or, in their absolute discretion, may refer the matter to the General Manager for determination. The decision on any appeal matter shall be final.

### 7.4 Problems and Complaints

If you encounter a problem for which you would like support or guidance, or if you wish to make a complaint, there are policies in place and Ara team members to support you.

CPP117 Raising Problems or Complaints is the Ara policy that outlines the range of options available to residents and the complaints process. If you wish to raise a problem or make a complaint relating to another resident, guests, the facilities, systems, processes, staff or any matter relating to your residency at Ōtautahi House, you're encouraged to raise this with Ara at the earliest opportunity, to identify an appropriate course of action and resolution.

You can do this with:

- a member of the Accommodation Team
- the Manager Student Transition, Accommodation and Recreation
- the independent Student Advocate

- any Ara team member, service, or department you feel safe to disclose to
- directly to the Complaints Coordinator.

More information is available on the Ara website.

- Student Advocate  
[ara.ac.nz/student-services/health-andwellbeing/student-advocacy-and-support/](http://ara.ac.nz/student-services/health-andwellbeing/student-advocacy-and-support/)
- Raising a problem or complaint  
[ara.ac.nz/about-us/complaints/](http://ara.ac.nz/about-us/complaints/)

If you've worked through the formal Ara policy and complaints process and you're not satisfied with the outcome, you can raise your concerns with NZQA through the Education Domestic Tertiary Student Contract Dispute Resolution Scheme (DRS).

If you want to enquire about making a formal complaint or receive advice about the options available to you, complete the NZQA student complaint enquiry form [nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/complaint-enquiry-form/](http://nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/complaint-enquiry-form/)

Further information can be found at [nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

## 8 FEES AND FINANCIAL RESPONSIBILITIES

### 8.1 Bond

The bond is a guarantee that any fees, charges, or costs relating to damage incurred after entering your contract with Ōtautahi House will not be left unpaid. Deductions may also include charges for any damage to your building when no individual is found responsible. If deductions exceed your bond, you'll be required to pay the difference. Refunding of your bond will occur after the contractual end date and may take up to six weeks to process.

### 8.2 Event and Activities Fee

Each resident pays a non-refundable activities fee which goes towards activities co-ordinated throughout the year by the Ōtautahi House staff for the benefit and enjoyment of Ōtautahi House residents.

### 8.3 Administration Fee

The administration fee (non-refundable) covers part of the cost of processing your application.

### 8.4 Accommodation Fees

Accommodation fees are for the duration of the Ōtautahi House Agreement, regardless of the start and end dates of your programme, or your arrival and departure dates.

### 8.5 Payment options

There are several options for paying your accommodation fees. All payments must be paid in advance.

- full payment (one-off payment, in advance)
- two instalments (Start of Agreement, Middle of Agreement)
- four instalments (start of each term, as agreed)
- monthly (by automatic payment)
- fortnightly (by automatic payment)
- weekly (by automatic payment).

Weekly and fortnightly payments must be set as automatic payments and you must have a guarantor. If you're paying by instalment, we highly recommend you set this up as an automatic payment.

### 8.6 Guarantors

A guarantor is required when you sign your Ōtautahi House Agreement. If any issues of non-payment occur, your guarantor will be contacted and will be held responsible.

### 8.7 Your financial responsibilities

Once you've accepted and signed your Ōtautahi House Residential Agreement you're legally committed to paying your accommodation fees for the duration of the agreement. If you foresee any financial difficulties in paying your accommodation fees, please consult the Accommodation Team as soon as possible. If you do encounter problems, you need to pay as much as you can on the due date, then speak immediately to the Accommodation Team. They will work with you to resolve the financial difficulty and to ensure full payment is made. Non-payment of your accommodation fees may lead to the termination of your Ōtautahi House Agreement.

### 8.8 Laundry

Coin operated laundry machines are available. These take \$2 coins.

The cost of repairing or replacing damaged laundry appliances and an administration fee of 20% of that cost will be charged to the person responsible for the damage, or to all residents of Ōtautahi House if the person responsible cannot be identified. Faulty appliances will be repaired at no charge. Washing machines and dryers must not be overloaded.

### 8.9 Replacement Keys

Replacement keys cost \$30.

### 8.10 Unauthorised Resident

There is a charge of \$60 for each night the unauthorised person has stayed.

### 8.11 Loss or Damages Charges

For each item damaged or taken, the person responsible will be charged replacement and/or repair costs and an administration fee of 20% of the replacement and/or repair cost. When responsibility cannot be attributed to a specific person, Management reserves the right to divide the replacement or repair cost and an administration fee between all residents of Ōtautahi House, or a specific flat group.

Recipients of a bill for damage have seven calendar days after the date of issue of the invoice by Management in which to pay or request a review of the invoiced claim. Any invoiced claim not challenged within seven calendar days of issue is no longer subject to review.

It is impossible to price all items or maintenance services in Ōtautahi House, as they are dependent on the damage caused. All repair work is carried out and will be completed by the Facilities Management team at Ara.

### 8.12 Carpet Damage

Damage to carpet in a room will be billed to the resident. Damage to carpet in any communal area will be charged equally between flat residents respectively (unless the person responsible is identified). Management will attempt to have soiled carpet cleaned at the expense of resident(s) deemed

responsible. In the event that a stain cannot be removed, the carpet will be replaced at the resident's expense. Upon vacating a room/flat, all carpet must be in the same condition as it was in on occupation, taking into consideration general wear and tear. The cost of returning the carpet in a room/flat/communal area to this condition, including the cost of having the carpet steam cleaned, will be charged to the resident.

## **9 REGULATIONS**

### **9.1 Moving in / Moving Out**

#### **9.1.1 Room/Flat Condition Form**

When moving into a room/flat, a resident is expected to carefully inspect the room/flat. Within 48 hours of moving in, any damaged or missing items must be reported to Management by returning the Room Condition form given on arrival. This form includes a full list of all items that should be in the room/flat. Management will follow up on all reported problems and take corrective action as appropriate. If a resident fails to advise Management of any problem(s) within 48 hours of moving in, the resident will be taken to have been satisfied with the condition of the room/flat and confirmation that the room/flat was in a good and undamaged condition at the commencement date. Upon vacating a room/flat, a resident will be billed for any missing or damaged items and for damage to the room/flat.

#### **9.1.2 Early Release of Contract**

Any application by a resident to break their Residential Agreement (the contract with Ōtautahi House) is at the sole discretion of Management and may attract a break fee which can be up to and including the full remaining amount(s) payable under Residential Agreement and any charges imposed under these rules, which must be paid before departure.

The following conditions will apply to all applications by a resident to break their Residential Agreement:

- all known outstanding charges up to the date of release must be paid in full at the time of application for early release of contract
- the resident must pay a \$60 cleaning fee

- the resident will forfeit their bond
- the resident will forfeit any discounts that have been offered and applied against their account.

Failure to fully pay on departure will result in the debt being passed on immediately to a Debt Collection Agency. A resident may appeal a decision relating to their application for early release of contract in writing to the Executive Director - Ākonga Success whose decision is final and binding.

#### **9.1.3 Termination of Contract**

The residential contract may be suspended or terminated if Management at its sole discretion reasonably determines that a resident presents a significant risk to themselves or others, and/or for reasons of serious misconduct.

#### **9.1.4 Moving Out Procedures**

One calendar month prior to the end of the academic year, all residents will be requested to confirm the date they will be vacating their room/flat ("the vacation date") which must be prior to or on the last day of their contract date.

Residents must comply with the following procedures and requirements while moving out of their room/flat, in addition to any other reasonable requirements posted by Management.

- All residents will be assumed to be vacating their room/flat on the last day of their contract unless they advise Management otherwise.
- Prior to vacating a room/flat, all fees and charges payable by the resident under the Residential Agreement must be paid in full, or arrangements satisfactory to Management made for their payment
- If a pre-inspection of a room/flat is required they must be arranged with Management 14 days prior to the vacation date. Subject to prior arrangement, Ara staff will inspect rooms/ flats within 14 days of the vacation date and before the rooms/flats are reoccupied.
- Upon vacating a room/flat it must be left in the same state of cleanliness and repair as it was in on the first day of occupation by the resident considering fair wear and tear and considering any notice resident has submitted to Management.

- All furniture and fittings within the room/flat must be left in the appropriate rooms and if any are damaged or missing, they will be charged for in accordance with these rules.
- All personal belongings must be removed from rooms/flat on the vacation date and keys must be returned to Accommodation Office. A \$30 fee will be incurred if keys are not returned.
- clean the internal areas of the cooktop, rangehood, oven, and refrigerator equipment
- remove rubbish from the flat regularly
- dispose of any food not fit for consumption, mouldy or well past the use by date.

Vacuum cleaners are provided in all flats for the use of all residents. Ōtautahi House vacuum cleaners must be checked regularly by residents and emptied when the bag is full. If a resident notices that a vacuum cleaner needs repair, they must advise Accommodation Office either in person, by email or text. Any resident found to be abusing or deliberately misusing a vacuum cleaner will be charged for its repair or replacement. Vacuum cleaners are not designed to absorb liquid of any sort. Spare vacuum cleaner bags are held in the Accommodation Office for you to collect as required.

Residents must supply their own day to day cleaning materials and equipment in Ōtautahi House.

Where it is brought to the attention of Management that a room/flat is not being cleaned or is unhygienic, residents of that room/flat will be requested to thoroughly clean the room/flat. If following such notification the room/flat is not promptly cleaned to comply with basic cleanliness and health standards, Management may arrange for the room/flat to be cleaned at the expense of its residents.

### 9.1.5 Refund of Bond

Bond refunds will be processed at the end of the year. You'll need to complete a refund request form (which will be emailed to you upon departure) and provide the bank account that it is to be deposited into. We aim to process refunds within six weeks of the form being returned.

## 9.2 Cleaning

Ara will arrange:

- sweeping, vacuuming and mopping of the internal communal areas of Ōtautahi House (e.g. flat kitchens, living areas, hallways weekly, bathrooms and toilets - daily Monday to Friday)
- for flyers posted in non-designated areas to be taken down
- for external garbage bins to be regularly emptied; and
- for cleaning external surface of buildings in Ōtautahi House.

All residents are expected to:

- clean and vacuum their room on a regular basis
- maintain their room in a hygienic manner
- clean internal windows and walls in their room
- remove rubbish from the room regularly; and
- share the responsibility of cleaning all internal common rooms, keeping them in a clean and tidy state and remove all rubbish daily.

In addition, residents who live in flats are also expected to:

- participate equally with other residents in keeping the flat communal areas clean
- clean all appliances and surfaces within a flat

## 9.3 Recreational Facilities

Ōtautahi House contains recreational facilities that are for the use and enjoyment of all residents of Ōtautahi House. Non-residents are also allowed to use the recreational facilities but only if accompanied by a resident. Management does not encourage the use of Ōtautahi House's recreational facilities by non-resident on a regular basis and reserves the right to restrict non-resident use.

## 9.4 Lighting

Any light fixture provided by a resident in addition to existing lighting must not exceed 100 watts per fixture. Residents are not permitted to repair or replace permanent light fixtures in their room/flat under any circumstances. As a matter of safety we ask residents not to change light bulbs themselves, but to report blown bulbs to the Accommodation Office.

## 9.5 Utilities

Management monitors utility usage throughout Ōtautahi House on a continual basis and maintains practices in an attempt to keep utility charges to an absolute minimum. In order to ensure that utility charges remain low, Management requests that residents keep their utility use to a minimum. Subject to Residential Agreement, Management reserves the right to on-charge residents for excessive utility usage, where usage remains unreasonably high after a resident has been notified of excessive usage by Management.

## 9.6 Barbecues at Ōtautahi House

Residents are permitted to use the barbecues in the courtyard at Ōtautahi House. Barbecues must be cleaned by the residents after each use. Residents (or their guests) who are intoxicated are not permitted to use the barbecues.

## 9.7 Car Parking

Ōtautahi House has limited parking spaces available and will not be able to provide parking facilities to all residents of Ōtautahi House. A ballot will be held to allocate limited parking spaces. A resident must have a valid Ōtautahi House parking permit to be able to park within Ōtautahi House. If granted a car park you'll collect your permit from the Accommodation Office at Ara. The cost of this is as advertised on the Ōtautahi House website. Any vehicles that do not display a current Ōtautahi House parking sticker or current WOF or registration may be fined, clamped or towed away. Ōtautahi House is not liable for any damage to and/or theft of any vehicle or property left within the vehicle while the vehicle is parked in Ōtautahi House.

## 9.8 Security

Ōtautahi House strives to provide its residents with a safe and secure atmosphere that is conducive to the academic life of each resident. With this in mind, there are several ways in which residents can further increase their level of security.

- Ensure that your room/flat door closes and locks behind you when you enter or leave your room/flat.
- Ensure that building external doors are kept locked at all times.
- Don't prop open doors.
- Don't allow people that you don't know to follow you into a building.
- Get to know your neighbours.
- Never lend your key or swipe card to another person.
- Don't leave windows wide open when you're not in your room/flat.
- Don't leave money or valuables in full view when you're not in your room/flat.
- Notify the Accommodation Office or Security if you notice any suspicious people or behaviour in or around Ōtautahi House.

## 9.9 Hazardous Material

Hazardous materials including automotive or industrial batteries, chemicals, charcoal fluid, propane-fuelled camping lanterns, kerosene, and corrosive materials like acid, explosives and fireworks, must not be used or stored in or around Ōtautahi House because of the safety risk to you and other occupants of Ōtautahi House. If a material is deemed hazardous, Management will arrange for its removal with the cost of arranging such removal to be charged to the owner of the material. Do not pour motor oil or any other hazardous material on the ground or down any drain. Motor oil is a hazardous waste material and cannot legally be recycled or discarded at Ōtautahi House.

## 9.10 Pest Control

Any infestations that are found to have been introduced by a resident will result in charges being levied for the costs of the eradication of the pests. Good housekeeping is important. Please ensure that food is not left out or uncovered and that waste is properly

disposed of. Leaving food out is unhealthy and attracts ants and other pests. Ōtautahi House engages a pest control company to conduct routine treatments. This company will only use chemicals that are permitted by law, and which comply with New Zealand Standards as applicable. Prior to any residential area of Ōtautahi House being treated, 48 hours' notice will be given to residents.

### **9.11 Rubbish Disposal & Recycling**

Residents are responsible for the frequent removal of all rubbish from their rooms and flats. This includes the removal of all your own rubbish over the weekend. Rubbish is not to be left to build up over the weekend. Multiple rubbish bins are available for you to dispose of your rubbish. You're responsible for ensuring rubbish is placed in the appropriate rubbish and recycling bins. In the interest of hygiene and aesthetics, don't place rubbish adjacent to or on top of rubbish bins. There are ample bins within Ōtautahi House to cope with the rubbish from all residents. Please don't leave rubbish outside your room or flat. Spare rubbish bags are provided by cleaners.

### **9.12 Maintenance and Repairs**

All maintenance in Ōtautahi House is conducted by suitably qualified Ara personnel who will be identifiable by Ara ID Cards.

All requests for repairs or replacements in your room/flat can be submitted via email: accommodation@ara.ac.nz or text 027 940 8702. Requests are processed Monday to Friday by the Accommodation Office. Residents should report any problem which they believe constitutes a safety or security risk to the Accommodation Office.

Depending on the nature of the problem, Management will do its best to ensure that urgent repairs are dealt with immediately. This may not always be possible due to the availability of parts required for repairs.

Residents are not permitted to repair or replace electrical, plumbing, heating, security equipment, glass or any other item in Ōtautahi House, nor are they permitted to contract with any third party for such repairs.

The cost of any repair or replacement in Ōtautahi House which is necessitated because of a deliberate act, or the negligence of a resident will be charged to that resident.

### **9.13 ICT and TV Facilities**

ICT Services at Ara provide and operate a free wireless service in your accommodation areas for your use during your stay. This free service is an extension of the on-campus wireless network and is available for you to use while studying and staying at Ara. This is a wireless-only service. Your standard login and password are all that is required to connect to the Ara wireless network. There's also a guest network which your visitors can use.

Not all devices may support connectivity to this network, and it's your responsibility to ensure the devices support and comply with the required wireless standards.

Ara provides this system for authorised students use only.

- Each student is responsible for data sent and received over this connection.
- Sharing wireless access or your passcodes/login is forbidden.
- Students must not attempt to bypass any security measures in place.
- The use of peer-to-peer file sharing and running any form of server is prohibited.
- Not all services or software will run on the connection; it is the student's responsibility to ensure their devices work with this service.
- ICT Services does not warrant or make any claims as to the service's performance or suitability for video conference, streaming or online gaming and any other real-time activities.

Ōtautahi House residents are expected to comply with the Ara guidelines regarding internet and communications usage as outlined in the Ara Code of Conduct for ICT Users (CPP105a).



# HELPFUL CONTACTS

## **GENERAL SUPPORT**

**Accommodation Team**  
**Otautahi House**  
021 835 713  
accommodation@ara.ac.nz

**Security Office**  
Rakaia Centre  
Ph 03 940 8076 /  
027 540 8076

---

## **SERVICES & SUPPORT**

**Ara Health Centre**  
**(GP, nurses, counsellor)**  
Whareora building  
Ph 03 940 7566  
healthcentre@ara.ac.nz

**Student Advocacy**  
Ph 03 940 8515  
duncan.dunbar@ara.ac.nz

**Student Voice Coordinator**  
Ph 021 955 560  
studentvoice@ara.ac.nz

**Recreation Centre**  
**(gym, sports facilities)**  
Whareora building  
Ph 03 940 8352  
reccentre@ara.ac.nz

**Student Finance**  
studentfinance@ara.ac.nz

**Admissions & Enrolments Support**  
Rakaia Centre  
Ph 03 940 8000  
admissions@ara.ac.nz

**Library**  
Rakaia Centre  
Ph 03 940 8089  
library@ara.ac.nz

**Learning Services**  
Rakaia Centre  
Ph 03 940 8005  
learningservices@ara.ac.nz

**Disability Services**  
Rakaia Centre  
Ph 03 940 8005  
disability@ara.ac.nz

**StudyLink**  
Ph 0800 88 9900  
studylink.govt.nz

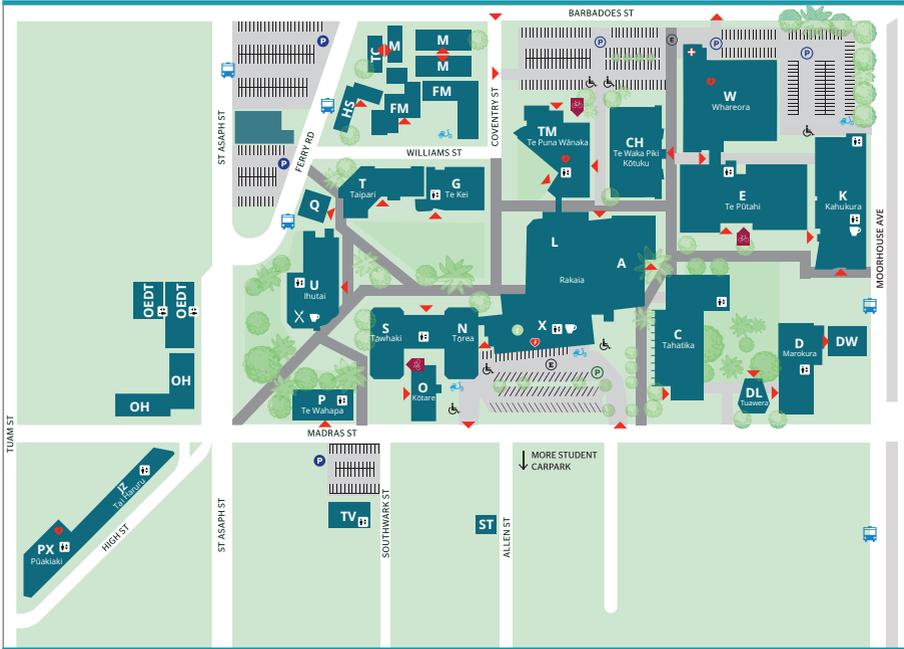
---

## **CAREERS ADVICE & EMPLOYMENT**

**Careers & Employment**  
Rakaia Centre  
Ph 03 940 8720  
careers@ara.ac.nz

**Student Job Search**  
Ph 0800 757 562  
sjs.co.nz

# CITY CAMPUS MAP



## Departments

Applied Sciences and Social Practice	<b>S</b>
Ara Connect (Computing For Free)	<b>X</b>
Art and Design	<b>D</b>
Beauty Therapy	<b>PX, JK</b>
Business	<b>A</b>
Cookery and Bakery	<b>U</b>
Creative Industries	<b>D</b>
Computing	<b>S</b>
Early Childhood Education	<b>N</b>
Engineering and Architectural Studies	<b>K</b>
English Language	<b>A</b>
Enterprise & Digital Innovation	<b>A</b>
Fashion	<b>C</b>
Hospitality and Tourism	<b>U</b>
Hairdressing and Barbering	<b>PX</b>
Music Arts	<b>JZ</b>
NASDA (National Academy of Singing and Dramatic Arts)	<b>E</b>
Next Step Centre for Women	<b>W</b>
New Zealand Broadcasting School	<b>TV, P</b>
Outdoor Education	<b>HS</b>
Photography	<b>D</b>
Supported Learning (Workskills)	<b>W</b>
Te Puna Wānaka (Māori and Pacific Studies, Japanese)	<b>TM</b>
Teacher Education	<b>A</b>

## Services & Facilities

Academic Records	<b>A</b>
Admissions and Enrolments	<b>X</b>
Career Centre	<b>X</b>
Centre of Assessment for Prior Learning (CAPL)	<b>A</b>
Childcare Facilities	<b>CH</b>
Citizens Advice Bureau	<b>HS</b>
Disability Services	<b>L</b>
English Exam Centre	<b>A</b>
Gym	<b>W</b>
Health Centre	<b>W</b>
Information Desk	<b>X</b>
International Student Advisors	<b>X</b>
ICT Helpdesk	<b>T</b>
Learning Self Access Centre (LSAC)	<b>L</b>
Learning Services	<b>L</b>
Library	<b>L</b>
Osteopathic Clinic	<b>O</b>
Printery	<b>T</b>
Scholarships Office	<b>X</b>
Security (ID cards, lost and found)	<b>X</b>
Student Accommodation (Ōtautahi House)	<b>OH, OEDT</b>
Student Support	<b>L</b>
The Zone	<b>W</b>
Visions on Campus Restaurant	<b>U</b>

## Administration & Support Divisions

Academic Division	<b>A</b>
Custodians	<b>FM</b>
Engagement (Youth & Community, Business Development)	<b>G</b>
Executive	<b>G</b>
Facilities Management	<b>FM</b>
Finance	<b>G</b>
Health & Safety Manager	<b>G</b>
People & Culture	<b>G</b>
International	<b>G</b>
Inwards Goods	<b>FM</b>
Marketing	<b>G</b>
Research	<b>A</b>
Student Voice	<b>C</b>
Student Advisor, Wellbeing	<b>C</b>
Student Events	<b>C</b>

<b>Venues</b>	
DL Block Lecture Theatre	<b>DL</b>
Imagitech Theatre	<b>A</b>
Plains FM	<b>P</b>
Rakaia Centre	<b>X</b>
Student Lounge	<b>X</b>
Visions on Campus Restaurant	<b>U</b>
Whareora	<b>W</b>

## KEY

- Admissions & Enrolments, Information Desk
- Accessible Carpark/Building
- Student Carpark
- Staff Carpark
- Covered Secure Cycle Compound
- Motorcycle park
- AED (Defibrillator)
- Health Centre
- Bus Stop
- CatZ
- Evacuation Points
- Accessible Entrance
- Lift

\*Please check with Metroinfo for the latest bus information.

**ara.ac.nz**

**0800 24 24 76**

**City campus**

PO Box 540

Christchurch 8140

New Zealand

Christchurch

PLEASE NOTE:

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