

YOUR RULES & REGULATIONS



Contents

Welcome..... 2
About Victoria House..... 3
Fees and Charges..... 5
Key Policies and Regulations..... 8
Services..... 14
Health, Safety and Legal..... 17
Facilities..... 23
General Information..... 26

Welcome

Welcome to Victoria House and welcome to Wellington, the coolest little capital in the world.

The governing committee and the staff of the Victoria House Society seek to provide a safe and stable domestic environment, in which the residents have access to opportunities to achieve their academic and social potential.

This handbook outlines information regarding Victoria House, as well as the expectations we have of our residents. It is important that you acknowledge that we are part of the wider University community, and therefore you must respect and abide by University policy, including the Student Conduct Statute.

By accepting a place at Victoria House you have:

1. Read, understood and agreed to live by all the conditions described in this handbook.
2. Entered into a contract that financially commits you for a specified term. Your commitment covers a period of 38 weeks.

Victoria House Society Incorporated

282 The Terrace

Te Aro

Wellington 6011

New Zealand

Phone 04 384 3357

Email admin@vichouse.co.nz

Website <http://vichouse.co.nz/>

About Victoria House

Victoria House was established in 1907 as Wellington's first student hostel and New Zealand's first hall for women university students. The hall now operates as a mixed University Hall of Residence catering for approximately 180 residents.

The Hall is operated by an Incorporated Society – Victoria House Society Inc. – which is a non-profit making organisation servicing the welfare of students.

Victoria House occupies a site at 282 The Terrace and is within five minutes walk of both the main University campus and the city. The hall serves a mix of first year and second year students, and offers full board. Residents come from many different ethnic and cultural backgrounds.

The Buildings comprise:

Gibb House

The original building was retrofitted in 1987 and is named for Ms Jean Gibb, one of the co-founders of Victoria House. Gibb accommodates 35 students and a Residential Assistant.

Pope House

Pope was opened in 1993 and accommodates 24 students, as well as the office and a self-contained flat. The building is named for Mrs Isabel Pope, who served Victoria House as a warden, Executive Committee and Society member,

Wallis Wing

Wallis, named for co-founder Mrs Margaret Wallis, is a three-storey complex housing 100 students and 3 Residential Assistants. The kitchen, dining room and laundry are also located in Wallis Wing.

Bennett Houses

Named for Dr Agnes Bennett, Bennett houses 20 residents and one Residential Assistant.

Administration

Victoria House is administered by an Executive Committee which has overall responsibility to Victoria House Society Inc. The committee meets monthly and its membership includes student representation.

On a day-to-day basis the Manager/Warden has primary responsibility for the welfare and discipline of residents. The Manager/Warden is assisted by the Assistant Warden/Manager and five Residential Assistants who are generally senior students.

Office Hours

Monday – Friday: 9.00am – 3pm, and 6pm-7pm.

When the office is not staffed a notice is displayed in the office foyer indicating which Residential Assistant is on duty. The office telephone number automatically transfers to the cell phone carried by the staff member on duty,

Telephone Numbers

	During Office Hours
Office	04 384 3357
RA Duty Cell Phone	027 440 9249
Gibb House - Ground	04 384 2061
Gibb House – 1st	04 385 7004
Pope House – Ground	04 384 4891
Pope House – 1st Floor	04 384 4255
Pope House – 2nd Floor	03 384 1469
Wallis Ground	04 385 2351
Wallis 1st Floor	04 385 8084

Wallis 2nd Floor	04 385 7086
Wallis 3rd Floor	04 385 7088
Bennett 1	04 385 7682
Bennett 2	04 381 2875

Fees and Charges

Deposit

When you accept a place at Victoria House, we require a deposit of \$609 with your signed contract. This consists of:

\$349	Bond – refundable at the end of your contract, less any outstanding fees or charges or damage costs.
\$110	Administration Fee – Non-refundable
\$150	Activities Fee – used to provide all the activities put on for residents during the year.

Payment Methods

All residents should have their finances worked out prior to moving into the hall so that payment dates are met. Accommodation payments should be the first priority.

As we strive to be a cashless office, our preferred method of payment for accommodation is by internet banking directly into the Victoria House account. However, you can pay at the office during office hours by credit/debit card. The accommodation fees must be paid in the manner and time stated as specified in the fees schedule. **NZ residents must pay the first 10 week payment seven days before they move in.** Following this there will be three schedule payments of 9 weeks, 10 weeks, 9 weeks. **At this time, a 3% discount is offered for payment of the full year's fees. Scholarship students are required to pay the first ten weeks as per our scheduled payments.** An adjustment will be made against your second and consecutive board payments. Ever NZ resident must provide a financial guarantor. **International residents must pay by trimester.**

Invoices will be sent out several weeks prior to the payment due date. Penalties may occur for late payments. Reminders will be given for unpaid accounts. If there is any reason you cannot pay an account on time or if you have a discrepancy regarding your invoice, please talk to our management team. Failure to pay the full amount invoiced by the due date or to abide by agreed repayment conditions may result in referral to a third party agency for collection. All costs incurred in the collection of the outstanding amount will be the responsibility of the resident and their financial guarantor.

Victoria House Account

Payee Name: Victoria House Incorporated

Payee Account: 03 0584 0187592 00

Reference: Resident's last name, followed by first initial. (E.g. Smith, J.)

Withdrawal Prior to Move In

If you withdraw after accepting and paying your deposit, you must inform Victoria House by email. Your deposit will be returned less the administration fee. Depending on how late you withdraw, you may also lose your bond.

Financial Problems

In the event of unforeseen financial problems you must:

- Pay as much as you are able to, on or by the due date; and
- Before the due date, contact Management to discuss why you have been unable to meet the payment requirements and how you plan to overcome the problem
- Contact the Victoria House Student Support Co-ordination who will provide assistance
- Contact Victoria University Financial Services on 04 463 7474 for advice.

Sanctions

As Victoria House is under the University's statute, any default accommodation payments could result in further sanctions, including the University revoking your entitlement to an ID card; to attend lectures, tutorials or use the Library or Computing services; to have a degree conferred, receive grades, transcripts or academic certificates; to enrol in any other course at the University until the default has been rectified. Legal costs and debt collection fees will be claimed if necessary in the recovery of outstanding fees. For the purposes of enabling the University to exercise its rights under this clause the parties agree that all relevant information may be disclosed by either party to the University.

Withdrawal, Exclusion or Eviction

If you are leaving Victoria University, you must notify the Warden/Manager in writing and provide written evidence from the university. You may be responsible for the remainder of the contract at the discretion of the Warden/Manager, depending on whether a replacement can be found for your room.

If you are temporarily excluded from Victoria House for a period of time, you remain financially responsible for the exclusion period.

If you are evicted or leave and have not withdrawn from your tertiary provider, your bond is forfeited and your financial guarantor remains responsible for your financial obligations until the end of the contract, or a replacement acceptable to the Warden/Manager is found.

Key Policies and Regulations

Obligations of Residents

It is assumed that Victoria House residents will follow the following obligations surrounding conduct, attitudes and responsibilities:

- Conduct themselves in ways that will bring credit to themselves, the Hall and the University
- Show consideration for other people in the Hall
- Show consideration for other people in the neighbourhood
- Respect the Hall's property and equipment
- Make every effort to maintain a friendly and happy atmosphere

It is also accepted that residents will have maximum freedom to follow their own interests provided these do not interfere with the rights and interests of others or reflect adversely on the reputation of Victoria House.

Academic Policy

The transition to University life can be a difficult one and while it is never at the expense of the academic lives of residents, we try to create an environment that includes many fun and relaxing opportunities.

Our expectations

- You will attend all the lectures, tutorials and laboratory sessions for the classes in which you are enrolled.
- You will endeavour to complete all assigned course work, examinations and meet the mandatory course requirements of your classes.
- If you are not meeting the expectations you will seek all necessary support to help rectify the situations.

- You will respect the right of others to pursue academic success and that you do not interfere with their ability to do so.

Alcohol Policy

We are governed by the University's 'reduce harm' policy regarding alcohol. With this in mind we promote a sensible and responsible attitude towards alcohol and its consumption. As an adult at the Hall it is expected that you will be responsible for your behaviour as well as the behaviour of any persons you bring on to Victoria House property, particularly while under the influence of alcohol. We would caution you that binge drinking and gross intoxication are not behaviours that are tolerated at Victoria House. If this is something that you will find difficult to comply with we suggest you find alternative accommodation.

Our Expectations

The consumption of alcohol at Victoria House is a privilege, not a right, and in doing so you agree to meet the following expectations:

- You will only be permitted to consume and/or have on site, wine or beer (in cans). All spirits, RTD's or beer in glass bottles will be confiscated from Victoria House.
- You will not bring to the Hall any equipment that encourages excessive or unhealthy drinking, including but not limited to: kegs, funnels, home brewing equipment etc.
- You will not engage in any behaviour that encourages excessive or unhealthy drinking, such as drinking games.
- You will only consume alcohol in areas of the Hall that it is permissible to drink in.
- You will not consume or store alcohol in any areas of the Hall that are alcohol-free (Bennett Houses) or in any common areas.
- You will not drink alcohol at the Hall during the day before 4pm.
- You will not store alcohol in communal areas, such as fridges or corridors, but you may store it in your room if you are in Wallis Wing, Pope House or Gibb House.

- There is no drinking after quiet time of 10pm. You will either leave the house before 10pm or cease drinking.
- You will not carry or drink from any open vessels containing alcohol in any common areas, including bathrooms, of the Hall.
- You respect the good relationships we have the University and our neighbours by demonstrating respect for their property when coming and going from the Hall.
- You will not display or distribute any material that promotes alcohol or alcohol related events.
- You will not organise nor participate in any large gatherings in the Hall involving alcohol. Victoria House staff will enforce a complete alcohol ban during study and exam weeks at the end of trimesters one and two.

Outcomes

While the vast majority of residents will be able to meet our expectations of behaviour regarding alcohol without issue, if the case does arise where you have breached the expectations we have, you can expect one or more of the following outcomes:

- You will be asked to tip out your alcohol
- You will have your alcohol or equipment disposed of by staff
- You will be placed on an alcohol limit, or in extreme cases, an alcohol ban.
- You will be required to meet with Victoria House staff regarding your behaviour around alcohol. These meetings could result in more serious consequences, such as a temporary exclusion or eviction.
- You may have emergency services called to assess you.
- Any vomiting in common areas may result in a cleaning fee if necessary.

The Warden/Manager reserves the right to shut down any parties at any time and to ban alcohol and guests for extended periods of time.

Illegal Drug Policy

Possession, use, and/or distribution of marijuana and other illegal substances are forbidden. Residents discovered in possession of, or using or selling such substances may be evicted and police will be notified. You are responsible for what happens in your room. If there are signs of drugs having been used in your room, you are responsible and may face eviction. Do not allow anybody to use drugs in your room. Please inform an RA or the office staff immediately, if you suspect drugs are being used in the Hall. Drug paraphernalia is not permitted in the Hall. We reserve the right to take any and all appropriate measures – including room searches, the involvement of police or your eviction from the House - if you or your guests are suspected of any kind of illegal activity on Victoria House premises

Discipline Policy

While you are bound by the University's Student Conduct Statute there are also specific expectations we have of you as a resident in the Victoria House community. In circumstances where you are in breach of these expectations we have a set process that we will work through with you. We aim to promote the principles of community and respect and to provide natural and logical consequences. We also recognise that you may make mistakes and we aim to use this process to help you learn from them.

We realise that incidents are not always clear cut, but we use this procedure for the large majority of situations.

All appeals are made under the University statute.

The Procedure

1. If an incident is the first for you, the outcome will be managed by your floor RA.
2. If you have had multiple incidents, the outcome will be managed by the Assistant Warden/Manager. You would be able to bring a support person to this meeting.

3. If your behaviour has not improved, or if an incident of a serious nature has occurred, the outcome will be managed by the Warden/Manager and the Assistant Warden/Manager, and you will be requested to bring a support person;
4. If your behaviour is illegal or of an exceptionally serious breach of the Hall's expectations, the outcome will be managed by the Warden/Manager and the Assistant Warden/Manager, and you will be requested to bring a support person to the meeting.

Outcomes

The sort of outcomes you can expect from the discipline procedure are; community service; verbal or written warnings; apologies; fines; confiscations; exclusions; alcohol limits or bans; or referrals to other University services. In serious circumstances a permanent eviction may be considered.

The appropriate outcome will be consistent with three factors:

1. Your behaviour history in the Hall
2. The seriousness of the specific incident, and
3. Precedent.

Noise Policy

The issue that we have the most problems with every year is noise, living in a large community like Victoria House requires you to respect the needs of others and be aware of those around you. We are an academic hall and we need to preserve an environment conducive to studying for all residents. If the expectations we have regarding noise don't align with your personal expectations, we would suggest you find alternative accommodations. Please also be aware that during study and exam periods an alcohol and guest ban will be in place and a 'zero tolerance' policy is in place for these bans.

Our Expectations

- That noise will not be heard outside of your room, at any time. This includes bass from stereos which can travel very easily through floors and ceilings;

- That if you wish to listen to loud music, you will use headphones;
- That you will respect quiet hours, which operate 10pm – 8am during the trimester and 9pm – 8am during study and exam periods.
- That you do not congregate outside bedrooms or on residential floors or disturb those trying to sleep or study
- That if you wish to socialise after quiet hours have begun, you will move to a common area;
- That if other residents are disturbing you with their noise, you will immediately contact the duty RA to deal with it;
- That if you have been drinking, you leave the Hall before quiet hours have begun. Further, that if you are returning to the Hall after a night out drinking, you do so quietly and with respect for those who do not wish to be disturbed.;
- That if you are asked to disperse, be quiet or turn off music by another resident or a staff member, you respect the request.

Outcomes

If you choose to breach our expectations there be consequences as per page 11.

Guest Policy

You are welcome to have overnight guests and we have mattresses available to borrow. We do ask that, in the interests of safety that you abide by some conditions. Management reserve the right to limit the number of guests per night. All guest passes and mattress requests are to be done in office hours only.

- The guest pass must be completed 24 hours before your guest arrives or for weekend guests, before 5pm Friday. The guest pass issued must be held by the guest at all times while staying at Victoria House and be produced if asked for by Victoria House staff.
- Your guest must remain with you while they are on the premises. At no time are they to wander through the Hall unaccompanied.
- U18 guests should not stay overnight in the Hall without prior consent from the parent/caregiver and the Warden/Manager and notice given not less than 48

hours prior. Depending on circumstances, minors are discouraged from staying in the Hall.

- You guest must abide by all Victoria House rules and you are responsible for any and all actions of your guests while they are in the Hall.
- Maximum of two guests per night. No guests may stay more than two consecutive nights and no more than four nights in any four week period, without express permission from the Warden/Manager.

Services

Catering and Dining Facilities

As a fully catered House, we provide you with three meals a day. Snacks, morning or afternoon tea are your responsibility. Meals are served in our main dining room, located on the bottom floor of James Hutchison wing. Our catering is provided on-site by Compass Catering and managed for us by the Account Manager and the Kitchen Manager, along with their excellent staff.

Our expectations:

- That all Victoria House kitchen staff are treated with respect at all times;
- That you have a clean and tidy standard of dress at all times in the dining room;
- Footwear is compulsory in the dining room and no bags are to be taken into the dining room at meal times;
- That you abide by meal hours and show respect for those with a need to eat early due to commitments (e.g. only those with a class at 12pm eat lunch at 11:30am);

- That you make clear to us, prior to your arrival, any specific dietary requirements you have, including allergies or intolerances;
- That at the end of a meal you return to the cleaning area, all crockery and cutlery;
- That you do not remove any food (excluding fruit,) crockery or cutlery from the dining room without the express permission of a staff member;
- That if you have a guest accompanying you for a meal, you sign them in before you eat. All meals are \$10 each. Meal tickets are purchased from the office.
- That if you need to order a late dinner, you do so in the dining room by 5.00pm on the day you require one.

Cleaning

While we have a cleaning service who keeps all the common areas of the Hall clean, it is important to remember that this is your home for the year, and therefore your efforts to keep both your room, and the areas you use, clean and tidy are expected. Vacuum cleaners and cleaning supplies can be borrowed from the main office for a period of 20 minutes at a time, at no cost.

Complaints/concerns

If you have a complaint or concern, please try and deal with it by discussing with the person concerned. If it is a room or floor concern, talk to the floor RA or SSC. If the issue is complicated or serious please talk to the Warden/Manager. The Warden/Manager is generally available during normal business hours. The Warden/Manager has an open door policy or, alternatively, can be contacted on 384 3357 or by email.

Confidentiality and privacy

You are asked to provide the Office with your University Student ID number to enable Victoria House to perform four specific tasks:

1. Confirm continued full time enrolment at Victoria;
2. Provide statistical information concerning students in halls of residence;
3. Access academic results to determine appropriate support to you if needed.

Staff and residents at Victoria House endeavour to treat one another with respect and confidentiality. There are, however, occasions when it may be necessary to contact other concerned adults outside of Victoria House (normally parents or financial guarantors). This could occur when:

- there is a clear or imminent danger to you or others;
- there have been serious breaches of the rules;
- Payment of bills is more than four weeks in arrears.

Disability and health

If you have a disability, impairment, or health condition or have any particular needs with regard to your accommodation, please let us know as soon as possible, and every endeavour will be made to meet your needs.

Maintenance

Please inform the office immediately of any maintenance issues in your room, floor or common areas. Trades people usually attend to maintenance problems weekly, unless it is urgent. If you have made a request for maintenance, you are deemed to have given permission for the appropriate tradesperson to enter your room.

Health, Safety and Legal

Abandoned property

Within one month of the end of your contract any personal property left behind will be either thrown away or given to charity.

Civil Defence Cabinets

CD cabinets are located throughout the Hall and installed with emergency equipment for resident's safety in case of a major emergency. Any tampering may lead to you having to pay for the cost of the call-out fee of \$125 to replace the tamper proof seal.

Damage

Where damage to, or within, the House is caused by a resident or their guest, they will be liable for the cost of repairing any damage in full within seven days of being informed of the cost. If the person(s) responsible for the damage are not disclosed, a

pro-rata deduction from the bond of all residents of the House will be made to cover the cost of repair or replacement.

Firearms and weapons

By New Zealand Law, firearms or weapons of any sort are not permitted on the premises and, if found, will be confiscated. The police will be involved if necessary, and you will face disciplinary measures.

Fire safety

With a large physical space and a large number of people, it means the potential for dangerous accidents, such as fires, is increased significantly. We meet all fire regulation standards for smoke alarms, evacuation procedures and smoke doors.

Any deliberate tampering with any fire safety equipment could lead to exclusion or eviction from the house. You must comply with the following expectations:

- That you will not accidentally or deliberately set off a fire alarm.
- That you will not bring; televisions, personal heaters, jugs, toasters, irons, heated
Towel rails or fridges. They are all provided for you in other areas of the House and
can be a fire hazard if left unattended.
- That you provide a certified safety tag for any electrical appliances you do
bring to
the House - i.e. hairdryer, electric blanket.
- That you will not deliberately tamper with, or cause to malfunction, fire
equipment
such as heat detectors, fire alarms, smoke alarms, fire hoses or fire
extinguishers.
- That you comply with all fire evacuation procedures, both during drills and real
emergencies and evacuate the House quickly and efficiently, while complying
with

the instructions of any staff member, emergency personnel or resident fire warden.

- That you will place your fire tag on the outside of your door knob during an evacuation, indicating your room has been evacuated. That you don't burn anything in your room, including but not limited to, incense, candles, cigarettes, tobacco, matches or lighters.
- That you do not use furniture or anything else to block or create an obstruction in any corridor or in front of any exit.

Earthquakes

In the first instance, —Drop, cover and hold. Then when instructed, comply with evacuation procedures quickly and efficiently as per instruction from management.

Evacuation Procedures

Fire drill notices are on display in all rooms and general thoroughfares. Please become familiar with the procedures. Everyone must vacate their room when the alarm sounds. There are no exceptions. All fire alarms are to be treated as the real thing.

Gambling

Gambling for money is not permitted on Victoria House premises.

Harassment

Harassment of any nature is not tolerated at Victoria House. You are bound by the Student

Conduct Statute, which expressly forbids any and all harassment, including but not limited to; sexual harassment, racial harassment or discrimination, physical harassment or verbal harassment. For more explicit details on what is considered harassment see the Student Conduct Statute. There are very serious consequences for engaging in this type of behaviour.

Hazardous Materials

You are not permitted to have or use hazardous substances such as resin, chemicals, spray paints, spray glue, or flammable solvents within Victoria House. If you need to use substances of this nature for your studies, you can do so in the Project Room.

Illness

If you are sick, or you know of another resident who is sick, please immediately tell your RA or inform the Office staff so that we can arrange for the appropriate care. Illness can spread rapidly amongst such a large group of people living and eating together, and also using the same bathroom facilities. Simple preventions such as basic hygiene and regularly airing your room can help limit these instances. A free flu injection is available and recommended, as flu victims will be required to be in isolation for up to 7 days. Transport to afterhours emergency medical services is payable by the resident.

Health

The wellbeing of all of our residents is of the utmost importance to us. In situations where we have concerns about your physical or mental health, we may request that you seek appropriate assessment or treatment. If you choose not to comply with this, we reserve the right to make contact with your parent/guardian. In situations where problems are serious or ongoing, it will become a condition of your continued residency that you receive professional monitoring/treatment and we reserve the right to refer you to further services, such as Student Health and Counselling.

Homesickness and Personal Issues

Homesickness can affect many residents especially if you may have been moved from a town, city or country which is very different to Wellington or New Zealand. Making an effort to meet others and getting involved in student life will ease your transition.

If you are experiencing difficulties, there are a number of people who can assist you. We recommend residents act early to prevent any disruption to their academic/social wellbeing. If you or a friend is struggling with issues, please speak to your

Residential Assistants or any member of the staff. The Residential staff is trained and have established connections with your tertiary institutions. They can assist you in working out who to approach to get support at your place of study. Please remember that there is always someone to turn to.

Absences

If you are planning to be away from the hall for any length of time, please advise your Residential Assistant. This is particularly important if you are going hiking, mountain biking, tramping or caving. During the semester breaks, Residential Assistants will enquire about your plans.

Insurance

You are advised to arrange insurance cover for your personal effects. This may be possible through your parents' policy. Victoria House cannot accept responsibility for loss or damage of personal effects.

Keys & Swipe Cards

For security reasons, it is vital you take special care with keys & swipe cards. Replacement keys will cost you \$25, Victoria House swipe card \$25 and Victoria House meal card \$10.

Obstruction

You are not permitted to obstruct any University staff member or any person employed at the Hall in the performance of his or her function or of the work he or she is required to perform (including tradespersons and Resident Fire Wardens). You must comply with any reasonable direction given by a person in authority on or within earshot of Victoria House premises. Any obstruction will result in severe consequences.

Out of Bounds Areas

The Warden/Manager's flat, the Residential Advisor's flats (without their permission), the kitchen, the boiler rooms, the roofs, ledges and balconies of all buildings are out

of bounds to you and your guests at all times. Accessing these areas without permission will result in disciplinary action.

Pets

You are not allowed to keep pets (or animals) at Victoria House (including goldfish).

Right of Entry

We reserve the right to enter rooms for maintenance, pastoral care and disciplinary issues. Your room will only ever be entered in your absence, for the purpose of ensuring the personal safety and wellbeing of you or other residents, or for improving the facilities in it by making necessary repairs. If we require access to your room we will attempt to notify you in advance. We are not legally permitted to allow any other person, including relatives, to access your room without your verbal or written permission.

Room Allocations and Changes

All rooms are allocated before your arrival so please help us by being honest with your requirements. Special needs are noted and while every attempt is made to comply there are times when we cannot assist. No room changes will be considered until after the first six weeks of the trimester. If after that period of time you still wish to have your placement reconsidered please make an application to the Warden/Manager.

Smoking

Victoria House buildings and grounds are entirely smoke free Any violation of this policy by you or your guests will incur in a disciplinary consequence.

Staff Operations and Structures

Under the Student Conduct Statute, deputies of the Warden/Manager are authorised to exercise the disciplinary powers of the Warden/Manager, other than for the acts of suspending or expelling a resident. At Victoria House the deputies of the Warden/Manager include the Security Officer, the Assistant Warden/Manager and

the Residential Advisors. In any situation where the Warden/Manager is away for longer than three days the Assistant Warden/Manager assumes full responsibility for the Hall. At all times, there are staff members on-site and available to residents.

Expectations for Victoria House Property

- That you will not throw, or hang anything from any external window, nor will you climb out of any windows.
- That you will not engage in any sporting endeavours inside the Hall, including any and all form of ball sports. These can set off the fire alarms & fire sprinklers resulting in a NZ Fire Service call-out, the cost is \$1500.
- That you bear in mind the responsibility you have to others , because Victoria House is their home too – this extends to everything from bringing guests into the Hall to taking care of resources in common areas.
- That you leave all Victoria House property where it is supposed to be; no common area property is permitted in bedrooms or taken from Victoria House premises without the Warden/Manager's permission.
- Half yearly room inspections will be carried out in July.

Security

Unfortunately there are some in society who try to take advantage of others. Please exercise the utmost caution that living in a city requires.

Our expectations

- You will not lend your room key or swipe card to anyone.
- You ensure all internal and external card-controlled doors shut and lock behind you.
- You do not let anyone who you do not know through any external door.

Facilities

Accessibility

Victoria House has several rooms designed for residents with mobility or hearing impairments. Please let us know when you are applying if you need an accessible room.

Bedrooms

There are two room types at Victoria House; single and twin rooms (two single beds). All of our rooms are furnished and heated and it is not necessary, or permitted, for you to bring any furniture with you. Your application for the Hall is for a place, not a room, in the Hall. We will do our best to place you in your first choice, however due to limited numbers of rooms that may not be possible. Your invoice in late January will indicate the type of room, but due to last minute changes, not an actual room. Although there is variation in the size of rooms, you will have a single bed and mattress, a desk or table and chair, bookcase, wardrobe and drawer space, mirror, wastepaper bin, a pin board and a towel rail.

Bikes

We have the facilities to store bicycles in a locked room. For safety reasons and to limit damage or mess you cannot store bicycles in bedrooms.

Conservation

Our output in terms of waste can be quite significant, so we endeavour to utilise strategies that will help us reduce our environmental footprint and ask that you do your best to commit to this aim. Some of the strategies we use are:

- Recycling stations are available downstairs of the Wallis Wing.
- Turning off computers, printers, mobile chargers, lights when not in use; this is the area you can make the biggest contribution.
- We use water or oil heaters fired off gas boilers to supply heat to most of the House, as this is the most economic form of heating.
- We encourage you to be economical about your washing and combine with friends if you don't have enough for a full load of laundry.
- We also encourage you to be conscious of how much time you spend in the shower, as there are a lot of residents and this can be an area of significant water wastage.

Furniture

We endeavour to adequately furnish your bedroom and all common areas to make them comfortable and enjoyable places to be. However, it is not acceptable to move communal or room furniture to another location. It is also not acceptable to move

furniture from one bedroom to another in order to create more space in one room as all furniture is allocated to specific rooms.

Kitchenettes

Each floor has a kitchenette with a jug, fridge, and microwave to make snacks.

Study Lounges

We have three study lounges throughout the hall. These can be used for group study or individual study. Please keep these areas tidy, and do not leave belongings unattended.

Sky TV Lounge

Trinity Newman recreation room has a number of couches as well as a MySky connection. Students are also able to hook up laptops to the television to watch movies. There is also a pool table for students to use free of charge.

Internet

All bedrooms have wifi internet access. You receive 6GB a month as part of your weekly board. There is a firewall in place and some limits on the type of sites you can access and how much you can stream or download. The installation of private routers is strictly forbidden due to interference with hall wide internet access. Any problems with internet access please see the office.

Laundry

The laundry is located in the basement of Wallis Wing. There is no additional charge for use of the washing machines or dryers. Irons are available for use. Residents must supply their own laundry powder. We are unable to take any responsibility for property that is lost or damaged in the laundries. Unclaimed laundry is given to charity at the end of each trimester.

Linen

We provide you with a mattress protector, but you will be required to provide all of your own linen (for a long single bed) pillows, pillowcases, duvet and towels. We recommend bringing a decent duvet or plenty of blankets, as it can get cold in winter. Special arrangements may be made for international residents to provide linen.

Music Room (restricted access)

Also in the basement of Wallis Wing is the music room, a space to play instruments that won't disturb other residents.

Parking

We have very limited parking available for students. This is allocated on a case-by-case basis, and should be applied for before you move in to the hall. Parking costs are \$25 a week. If you need temporary parking, this is subject to availability.

Temporary parking is still \$25 a week, regardless of whether your car is there for one night or seven.

General Information

Student Conduct Statute

Throughout this handbook reference has been made to the University's Student Conduct Statute, to view it in full please go to <http://www.victoria.ac.nz/documents/policy/student-policy/student-conduct-statute.pdf>

Things to bring

The following are a number of things you might like to consider bringing with you, both for regular use as well as for possible emergencies:

- bed linen, bedding, towels;
- drinking mug, noodle bowl, cutlery (knife, fork, spoon, teaspoon);
- toiletries, laundry powder;
- headphones for small stereos, etc;
- storage box for food (e.g. empty ice cream box);
- named laundry basket or bag;
- personal First Aid kit (band aids, pain killers, throat lozenges, antiseptic cream);
- ear plugs for light sleepers;
- coat hangers
- Uni supplies— pens, paper, etc. Stationery, envelopes.
- Clothes drying rack—buy in Wgtn

Things not to Bring.

Televisions, personal heaters, jugs, toasters, irons, heated towel rails, dehumidifiers or fridges, strobe lights. Large stereo systems, decks. Pets: even gold fish.

Mail

Please ensure your mail is addressed using your full name, no nick names. Do not put Victoria University in the address, as it will go through the university internal mail, which may take up to two days longer.

There are no Saturday postal deliveries.

Please use the following address:

Joe Bloggs

C/O Victoria House

282 The Terrace

Te Aro

Wellington 6011

New Zealand

Emergency Phone Calls

Please ring the Office number: 04 384 3357 or Duty Phone: 027 440 9249

Useful Contact Information

Victoria University of Wellington

Student Health—Kelburn 04-463 5308

Student Counselling 04-463 5310

Vic International 04-463 5350

Accommodation Services 04-463 5896

Disability Services 6070 04-463 6070

Student Learning Support Services 04-463 5999

Te Pūtahi Atawhai 04-463 6015

ITS Helpdesk 04-463 5050

Recreation Centre—Kelburn 04-463 6614

Financial Services 04-463 7474

Other

Emergency Services 111

Wellington Accident and Urgent Medical Centre 04-384 4944

Studylink 0800 88 99 00

Wellington Combined Taxi 0800 384 44 44

Healthline 0800 611 116

Super Shuttle 0800 748 885