



AUT

TE WĀNANGA ARONUI
O TĀMAKI MAKĀU RAU

2027

AUT STUDENT
ACCOMMODATION
HANDBOOK

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KIA ORA

Welcome to AUT's Student Accommodation.

Coming to AUT can often mean leaving home for the first time. Naturally, you may be excited or you may be apprehensive. And that's okay.

It is normal to find the start of the year a little challenging. There are many new experiences ahead of you, new environments, new people, new friends, and new learnings.

We have dedicated staff and student residential assistants who will support you to achieve your goals, and offer guidance on all academic, financial, and personal matters.

Having fun is an important part of staying in student accommodation. There are many activities to get involved in and I encourage you to take part. But it's important to remember why you're here – complete your higher education. Helping you to achieve your academic goals remains our priority.

The team here are whānau (family), so please watch out for each other and contact staff or our onsite security team with any suggestions and concerns.

Do take the time to read through this handbook. It contains useful information during your stay, as well as what to expect from us and what we expect from you.

I know you'll find living here will be a wonderful experience as you make lifelong friends. Enjoy your time with us.

Ngā manaakitanga (With best wishes).

Joanna Scarbrough

Group Director

Student Services and Administration



AUT STUDENT ACCOMMODATION STAFF

The staff in student accommodation are the first point of contact to discuss any issues, find information regarding events and activities, ask questions about the University, and request any maintenance jobs.

They are very knowledgeable and if they are unable to help, they will connect you with someone who can.

Village Management

We have village managers based at our villages who are responsible for managing the facility and leading the whole team to create a supportive residential experience for all residents.

Residential Management

Our residential managers are based at each village and manage our community events programme, focusing on helping residents to achieve their academic potential and develop life skills. They oversee the residential assistants and provide critical incident management and pastoral care to residents.

Residential Assistants (RAs)

Residential assistants are students trained as peer leaders who coordinate activities in our student accommodation. RAs have many roles and responsibilities, including building a residential community through programming events, acting as a mentor for students, and being a familiar first point of contact for students.

Residential Duty Officer

Your residential night duty officer provides a consistent overnight presence on social gatherings, primarily on Thursday, Friday and Saturday evenings. They maintain building security and safety, and actively respond to critical incidents and emergencies that may arise.

Residential Security Officer

Your residential security officer provides a consistent overnight presence at accommodation. They maintain building security and safety, and actively respond to critical incidents and emergencies that may arise.

Security

AUT Security and Emergency Management staff are responsible for the security and emergency management of each AUT campus including student accommodation facilities.

On-Call Escalation Accommodation Managers

Our residential care management team are rostered on-call after hours to support the wellbeing and welfare of residents living in Student Accommodation 24/7.

IMPORTANT CONTACTS

For all emergencies, call 111

Key contacts in the village

Residential duty phone numbers:

Akoranga Student Village (ASV) 24/7
Ph: 021 613 259

These is a free-to-call number, available 24/7, held by accommodation staff or security if you need support. It's the number to call for things like serious incidents, lockouts, urgent after-hours maintenance issues and noise complaints.

You can also contact your residential team on: residential.services@aut.ac.nz

Duty security number:

0800 AUT SAFE (288 7233)
(+64 9 921 9997)

Also make sure you have downloaded the **AUT App** for instant notifications in the event of an emergency.



Wellbeing Services

The wellbeing of our residents is our priority. We know that where you choose to live plays a massive role in your overall university experience, from offering opportunities to make friends, to providing the right environment to cook, study and sleep.

Being away from home can make for a challenging time. If you are struggling to settle into your new life, don't do it on your own. You can contact an accommodation staff member who will be happy to chat, provide support, and link you in with AUT support services or external services where needed.

If someone needs a hand, please let one of the accommodation staff know (including Residential Assistants) by visiting our office or calling the duty phone 021 613 259.

Residential care management staff are available to respond to pastoral care and critical incidents outside of standard operating hours 24/7 on a rostered basis.

Wellbeing checks

RA's will conduct in-person fortnightly (weekly for under 18) routine snapshots of resident's wellbeing and will escalate any concerns from these as appropriate for further support or assessment.

48-Hour location check

Students are required to advise the accommodation team if they are away from the residence for more than 48-hours. Residents who haven't been active in the residence for a 48-hour period and haven't notified they are away, will be contacted to ensure safety and wellbeing. AUT staff will contact the student's emergency contact if they are unable to contact the resident directly.

Check out the [AUT services and support](#) section for more information.

External support options

AUT is connected with external support providers for mental health and wellbeing support within NZ, including 24/7 providers, when needed.

- [1737 Digital Hub](#) | text and phone support, available 24/7 | Text/Call 1737
- [Puāwaitanga](#) | phone and online counselling support
- [Alcohol and Drug helpline](#) | Addiction support, available 24/7, text and call: 0800 787 797 or text 8681
- [Are You OK](#) | Family Violence Information and Support: 0800 456 450
- [Auckland Mental Health Crisis Helpline](#) | 0800 800 717
- [Gambling helpline](#) | available 24/7, text and call | 0800 654 655 or text 8006
- [Healthline NZ](#) | Health advice and information | 0800 611 116
- [OutLine Aotearoa](#) | Support for Rainbow community, phone support daily between 6-9pm: 0800 688 5463 (0800 OUTLINE)
- [Safe to Talk](#) | Sexual harm helpline: 0800 044 334
- Suicide Crisis Helpline: 0508 828 865 (0508 TAUTOKO)
- [Youthline – Youth Health Services](#) | available for youth aged between 12-24; text and phone support, available 24/7

EMERGENCY PROCEDURES

For all emergencies, call 111

Also make sure you have downloaded the **AUT App** for instant notifications in the event of an emergency.

Safety, security and fire

- Shut external doors behind you after you come in. This is for the safety of you and your peers.
- Lock your door and windows to protect your belongings whenever you are away from your room (even if just for a short time). It's also advisable that you lock your bedroom when you go to bed at night.
- Do not burn candles or incense in the accommodation buildings. Fire safety requirements strictly prohibit this. All rooms are fitted with sensitive smoke alarms that can be set off by deodorant spray, hair straighteners and burnt toast, for example.

Tampering with fire equipment/ lifesaving systems may result in cancellation of your residential agreement.

Fire alarms

Familiarise yourself with the nearest emergency exit(s) and assembly point(s). It is a requirement that all students residing in AUT accommodation know the fire evacuation protocol. Staff will go over the procedures with you when you check in.

In the event of a fire alarm:

- Leave the door of the room you are in unlocked but closed and close your window if safe to do so.
- Calmly exit the building through the nearest emergency exit.
- Meet at the assembly point and congregate with the members of your flat.
- Do not re-enter a building with an alarm sounding once you have evacuated.
- Alert duty staff or the fire department if anyone is sick and room-bound, or needs assistance exiting a building.

Emergency lockdown

In the rare event of a lockdown as the result of a security breach:

- Remain indoors
- Draw the curtains
- Keep away from windows, out of sight and low to the ground
- Turn off the lights
- Lock and barricade the door
- Stay quiet but alert and put your mobile on silent
- Calm your breathing, await instructions and the all clear

If possible, all access will be suspended until the emergency lockdown has been cleared.

Emergency preparedness

You should be prepared for an emergency. It is recommended that all residents have a small personal emergency kit that is kept in their room, containing the following:

- Emergency contact details
- Torch and spare batteries
- Sturdy pair of shoes
- Medications
- Hand sanitiser
- Bottles of water
- Snacks
- Jacket or something warm
- First aid supplies

False alarms

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



PRE-ARRIVAL

Room allocation

Although we will try and place you in your preferred room as selected in your application, we may not always be able to do so. You must remain in the room allocated to you for the duration of your agreement unless accommodation staff agree otherwise.

With a fully occupied village, room movements are difficult. We generally don't allow room movement requests for the first three weeks after arrival as everyone settles in. We encourage you to discuss the situation with your RA or accommodation staff. We will attempt to resolve any conflicts or points of difference before considering a change of room.

If, after remaining in your room for three weeks, discussing the situation with your RA or accommodation staff, and attending any mediation and/or resolution meetings, you would still like a change of room, you may discuss with the Village Manager.

Any change of room is at AUT's discretion and may require another resident to change rooms.



Check out what you'll need in the 'What to bring' section.

Flatmates

Due to privacy laws, we won't be able to give out information about your new flatmates. You will be invited to join the community Facebook page prior to arrival where you can begin conversations with fellow residents at ASV.

Under 18s

Residents who are under 18 when arriving at AUT Student Accommodation will be required to live in an under-18, alcohol-free apartment. Once they turn 18, we will endeavour to move the resident, dependent on room availability. Until the resident can be moved, they must remain under the rules of the apartment they are in.

Residents who are under 18 will need to have [a guarantor form](#) completed prior to checking in. The residential agreement also provides us with details of emergency contacts/legal guardians, and gives us permission to correspond with them directly if necessary.

Wellbeing checks will generally be conducted once a fortnight for residents 18 and over and once a week for those under 18, as per the Pastoral Care Code.

Laws relating to underage drinking pertain to all aspects of residential life.

Mandatory onboarding training modules

There are some digital modules in Canvas that are required to be completed prior to arriving at your student accommodation. Make sure they are complete before you arrive.

ARRIVAL

Parking and unloading

ASV has a large carpark where you can unload. See more details about parking for the year in the [facilities and operations](#) section.

Checking in

We recommend checking in on your move-in day, as staff will hold information sessions and you will get to meet your new flatmates. Orientation events such as a full village dinner will also be held to bring our new community together.

When you arrive at your accommodation you will be required to check in at reception, update your details and have a photo taken for our records.

Accommodation staff will be available to give you a full induction, tour and settle you into your new room. They will also encourage you to join our community social media pages so you can keep up-to-date with our events and

notices, check that you completed the online onboarding training modules and are aware of upcoming orientation events.

You'll be meeting with your RA within the first 10 days of you checking into your accommodation to ensure you are settling in well and answer any questions that may have arisen.

You will also be invited to attend a compulsory induction session delivered during orientation week.

Pre-inspecting your apartment

While our rooms are generally in fair condition, most have a few chips and marks on the walls, especially around high contact areas.

You will be asked to record all pre-existing damage within 24 hours of arrival so that you won't be charged for it when you move out. More information on how to submit this will be provided when you check in.



FACILITIES AND OPERATIONS

Below is an overview of facilities within your student accommodation and how we operate.

Please see the 'Policies and Procedures' section for more detail, including our disciplinary procedures and the legal obligations of AUT, staff and residents under your accommodation agreement.

Alcohol

Alcohol is permitted in the apartments of each village (with the exception of Under 18 apartments), however there is an expectation that residents drink responsibly and are mindful of all other residents. Alcohol is not to be consumed in the common areas of your village, including common rooms and outside areas. Accommodation staff and security have the right to confiscate and destroy any non-permitted items (as outlined in the Alcohol Policy) and any alcohol being consumed in non-designated areas. Open alcoholic drinks are not allowed in common areas and hallways.

Please also see the [Alcohol Policy](#) at the end of this handbook.

Bicycle storage

Outdoor bicycle racks are available at ASV. You will need to bring your own locks. AUT Student Accommodation does not take any responsibility for loss or damage to bicycles kept on-site. We ask that you please do not store bicycles in the common areas of your apartments.

Closed circuit TV (CCTV)

The exterior of the building and common areas are covered by CCTV for your safety and security. The footage will only be viewed by the AUT Estates team.

AUT also uses surveillance cameras across all campuses to support a safe and secure environment and is monitored by the Security Control Room at the City Campus in a professional and responsible manner.

Compliments and complaints

We love to receive your feedback. If you have a compliment or suggestion, please let our staff know in person or you can fill in our online feedback form at anytime: aut.ac.nz/feedback

If you have a complaint, please view the [Complaints Procedures](#) at the end of this handbook.

Drugs

AUT, including ASV has a zero-tolerance policy regarding the use of illegal drugs. Infringement of the relevant regulations will result in immediate disciplinary action.

Please also see the [Drug Policy](#) at the end of this handbook.

Inspections

Accommodation staff will inspect the common areas of all apartments periodically, to ensure that all health and safety requirements are being met and to note and address any maintenance issues.

Full apartment inspections (including bedrooms) will take place twice a semester and all residents will be given prior notice of upcoming inspections. These inspections involve entering apartments and residents' bedrooms to ensure that a clean and a responsible manner of living is being maintained. These inspections are not personally intrusive and do not involve opening any wardrobes or drawers in bedrooms.

Internet

Our wifi network is AUTASV for Akoranga Village. Use your AUT network username and password to access the wifi network. There are no data points in your rooms.

To connect consoles or other devices to the wifi network, you will need to log a job with AUT Network Services to get a one-time access code. You can speak to accommodation team for support.

Laundry facilities

AUT's accommodation villages both have communal laundries. The washing machines and dryers are large commercial grade machines and are operated by eftpos/credit card. You will need to provide your own laundry powder or liquid. Please ensure you remove your clothes from the machines as soon as they are finished to allow for the next resident to use. Hanging washing from apartment windows is not permitted.

Lockouts

There is always someone to assist you if you forget your access card/swipe/key or leave it in your room. During office hours, come to reception for a one-time access card.

After-hours, you need to call the duty phone to speak to the on-call staff/security member. Please keep in mind that more pressing matters may prohibit these staff from attending to your lockout immediately, so you will need to be patient.

Mail and deliveries

Please ensure all mail delivered to your accommodation has your full name and apartment number.

Use the address template for your relevant student accommodation:

ASV

Your name
Apartment number
42 Akoranga Drive
Northcote 0627
Auckland
New Zealand

Small parcels and letters will be put on the mail desk in reception. Larger and 'signed-for' parcels will be stored in front of the reception, and you will be notified via text message to collect. These can be picked up during office hours. Please bring your student ID.

It is the resident's responsibility to meet drivers at reception for deliveries such as Uber Eats, pizza, groceries etc. AUT Student Accommodation does not take any responsibility for missing deliveries.

While staff will do their utmost to ensure your mail gets to you, accommodation staff and AUT cannot be held responsible for lost/damaged/un-delivered mail.

Maintenance

Maintenance issues can be reported by emailing residential.services@aut.ac.nz. If you notice items, fittings or furnishings that are broken, missing or not working in the manner intended for proper use, please let us know. Where the situation is urgent (for example, a leak or electrical problem) and presents a danger to residents or is likely to result in property damage, accommodation staff must be immediately notified. Once you have advised maintenance issues, you are giving consent for staff to enter your room/apartment to fix the issue. Note that maintenance work can begin anytime from 7.30am.

Medical

First aid supply kits are available and are accessible to all residents 24 hours a day. We have additional kits to be used at external activities and other events. Accommodation staff are trained in first aid and will, in all cases, assess a situation and provide assistance to the resident in need. Should a serious accident occur where an ambulance is required, residents at the scene should first call emergency services on 111 and then alert duty staff.

AUT staff are not able to provide any form of medication, including Panadol/Paracetamol.

Are you immunised?

It is recommended that all residents are fully immunised including against COVID-19, measles, mumps, rubella (MMR), meningococcal ACYW, meningococcal B and pertussis (whooping cough).

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

Parking

ASV has a carpark however spaces are limited. Spaces are available to purchase for the semester or full year from an external parking agency. These are sold on a first in, first served basis and you need to purchase these via the Kiwi Parking app. There is a cost per term and this needs to be paid prior to arrival.

They are not private and are open to the public. Security in the ASV carpark is not guaranteed and owners are advised to have full insurance cover and should not leave valuables in their cars.

The carpark is managed by AUT on behalf of an external party and AUT does not set the fees or conditions.

The carpark is also monitored and vehicles not permitted to park within the carpark may be issued with an infringement notice. Information regarding the disputes process is provided on the reverse side of the notice and also on the signage within the carpark. Disputes should be directed to the parking enforcement company and not to AUT.

Pets

AUT Student Accommodation operates a strict no pet policy. You are not permitted to keep pets of any kind in AUT Student Accommodation facilities (except for assistance dogs).

Privacy and confidentiality

AUT Student Accommodation is committed to protecting your privacy and security. The Privacy Act 2020 governs how we collect, use, share, disclose and store your personal information. You can request to access or correct your personal information by contacting residential.services@aut.ac.nz.

In the event of an emergency, your nominated emergency contact person or legal guardian may be contacted as necessary to respond to the emergency. If you become aware of any potential privacy breach of your personal information, you must immediately notify the Student Privacy Officer. Please see [AUT's privacy statement](#) to find out how AUT protects your information.

Quiet hours

Noise levels should not be excessive during the day. Rooms are to be quiet by 10pm every day. If you are experiencing excessive noise, please contact accommodation staff. If you are asked to lower your noise levels by staff or security, please respond immediately or further disciplinary action may be taken.

Room allocations and changes

Room allocations are made with careful thought and consideration. From time to time, there may be reasons a resident wishes to change rooms. Residents can speak to the accommodation team about reasons for wanting to change before taking any further steps. Staff may be able to help with whatever is causing you to want to change.

Changing rooms is dependent on staff being able to find somebody for you to exchange rooms with and is subject to the approval of the Village Manager. Residents must ensure that the room is left in a suitable condition for the change to take place.

Rubbish and recycling

Rubbish and recycling facilities are available 24/7 and get emptied regularly. Residents are expected to bag and tie rubbish from their room before bringing it to the designated refuse area.

Separate bins are provided for general refuse, paper and recycling. Please make sure you are using the appropriate bins, as any contamination causes a delay in pick-up.

Food scrap bins are located in the middle of the carpark.

Safety

Always lock your door (especially at night) and when you leave your room. Be vigilant with items such as laptops, mobile phones, and other high-value goods. Never lend others your access card, as doing so puts you at risk of incurring charges if they lose it or cause any damage. We won't be held responsible if they take any items from your room.

The security team including Residential Security Officers may use body-worn cameras, to enhance the security team's ability to support the wellbeing and safety of residents. These devices are used in accordance with New Zealand legislation and relevant quality standards. Footage collected may be shared with the New Zealand Police for the purpose of criminal investigations or with Student Accommodation Management in relation to conduct-related matters.

For any security concerns about yourself, other people, or property, you can contact the student accommodation staff or the AUT security team.

Duty security number:

0800 AUT SAFE (288 7233)
(+64 9 921 9997)

Smoking & Vaping

AUT is a smoke and vape free university.

Smoking, including vapes, E-cigarettes and shisha, is not permitted anywhere on campus or in the accommodation areas (including all outdoor spaces).

The smoke detectors will activate when steam, smoke, dust and aerosol sprays exceed the set point for each detector and will instigate a call out from the fire service. The system can detail the exact location, time and type of activation. If the activation is found to be caused through negligence, any charges incurred may be passed onto the resident or apartment responsible.

Social gatherings

All social gatherings are considered an event and an application must be pre-approved by Village Management at least 5 days prior to the event.

A social gathering is a maximum of 15 people (including flatmates, visitors and other residents) permitted in a single apartment at any one time. AUT staff can close down an unauthorised social gathering. All visitors attending a social gathering must follow the visitor guides (see below).

Visitors

Visitors (max 2 per resident per visit) are welcome and must sign in via the visitor QR code at entrances and must be accompanied at all times. All visitors, unless staying as an overnight guest (see below), must vacate by 10pm. Anti-social behaviour will not be tolerated and may result in the visitor being removed from site and they may be issued a trespass notice and may result in disciplinary action against the resident host.

Visitors, overnight or other, are not permitted during the end of semester assessment weeks.

Overnight visitors

Visitors staying overnight are those deemed to be on the premises after 10pm. Residents may have only one overnight visitor with a limit of two per apartment. All overnight visitors must be 18 years or older. A visitor may stay for two consecutive nights and no more than five nights per calendar month.

What's included in your room?

Although each room may have a slightly different layout or outlook, they all have the exact same fittings and furnishings.

Each room has:

- A double bed
- Mattress protector
- Study desk
- Wardrobe
- Noticeboard

You can move the furniture supplied around the room, provided that no fixtures or fittings are unscrewed or taken down, and you return the furniture to its original position when you leave. Furniture in communal spaces must not be moved to your room.

What to bring

All residents will need to bring their own:

- Bed linen, including pillows
- Towels and bathmats
- Coat hangers
- Cleaning materials
- Laundry basket
- Emergency kit
- Food
- Items considered dangerous are not permitted in AUT Student Accommodation

Decorating your room

We understand that most residents like to decorate their rooms to make it feel more comfortable. However, we ask residents to not fix anything to the walls of the apartments with anything other than brand name Blu-Tack or 3M hooks as you may be held liable for any damage caused.

Apartment kitchen and lounge

All apartment common areas are furnished with:

- Dining table and chairs
- Couches
- Coffee table
- TV table and TV
- Wall heater

The kitchens are equipped with:

- 4 cooker stove-top
- Microwave oven
- Refrigerator and freezer
- Sink
- Basic kitchen cutlery, crockery and items such as a kettle, toaster, pots and pans

Additional fridges and freezers are not permitted unless required for medical or dietary needs. These must be pre-approved by ASV staff. An electrical safety test may also be required.

YOUR RESIDENTIAL COMMUNITY

Residential Community | Four domains of Residential Life

Social	A wide range of inclusive social activities to promote community engagement.
Health and wellbeing	Our team supports resident health and wellbeing all year round, with a specific focus on health and wellbeing events over exam periods and the first few weeks of transitioning into university life.
Life skills	Events to help guide and support residents into independent living. This includes events such as learning how to cook, how to write a CV, interview tips and sessions on private flatting.
Wider community	Through our events programme, we offer opportunities for students to engage in their local community and become active members of their community through campaigns, fundraising and volunteering.

We hope that you have a great year living with us, making friends and memories that will last a lifetime. Our vision is to empower and enable our student residents to engage with the wider accommodation community.

Residential life programme

Your residential life fee allows us to run a variety of social events every month with the focus on residents' wellbeing and engagement. These range from quizzes and baking challenges to exercise classes and competitions. We run off-site events such as trips to significant Auckland landmarks, sporting events and inter-village games.

At the start of each semester we host a Student Accommodation Orientation – a full week of events to help you settle in, and make new friends and learn about university accommodation life.

You also have access to many resources, support services and programmes available at the University to improve your wellbeing, as well as community and personal development opportunities. Our social events aim to be accessible to everyone, so expect there to be a mix of virtual and in-person activities, for small groups and the full village.

Battle of the Bridge (BOTB) is a year-long competition against the other AUT accommodation facilities fighting for the BOTB trophy.

During Orientation you will be given an overview of events planned for the coming semester, as well as attending a compulsory village induction session. We recommend you also keep an eye on our social media sites (linked in your welcome email) and noticeboards around your village for other activities, groups, and events happening in your village.

There are also a range of events and activities hosted on campus to help you get connected. From leadership speakers, mindfulness workshops, social sports, to dance groups and games. Check out [My AUT](#) to see what events are on offer and easily add them to your schedule.

Event attendance

Whilst not mandatory, we recommend getting involved in our residential events and programme and are always keen to hear of event suggestions.

Flatmate issues / anti-social behaviour

Life in student accommodation has many advantages and can give you the opportunity to meet new people and make lifelong friends.

However, in a place where many people call home, small tensions can lead to larger conflicts.

Common causes of conflict include:

- Playing music too loudly, particularly with a high level of bass
- Having noisy friends in your room, especially late at night
- Having friends constantly over to your accommodation without consulting flatmates
- Leaving dirty dishes, food and rubbish lying around

Living in student accommodation requires tolerance, an ability to listen to the other person's point of view, as well as an awareness of the effects of your behaviour on other people.

Similarly, sharing a flat or residence places a personal responsibility on everyone to understand the lifestyle of other student residents, and may take some adaptability and compromise.

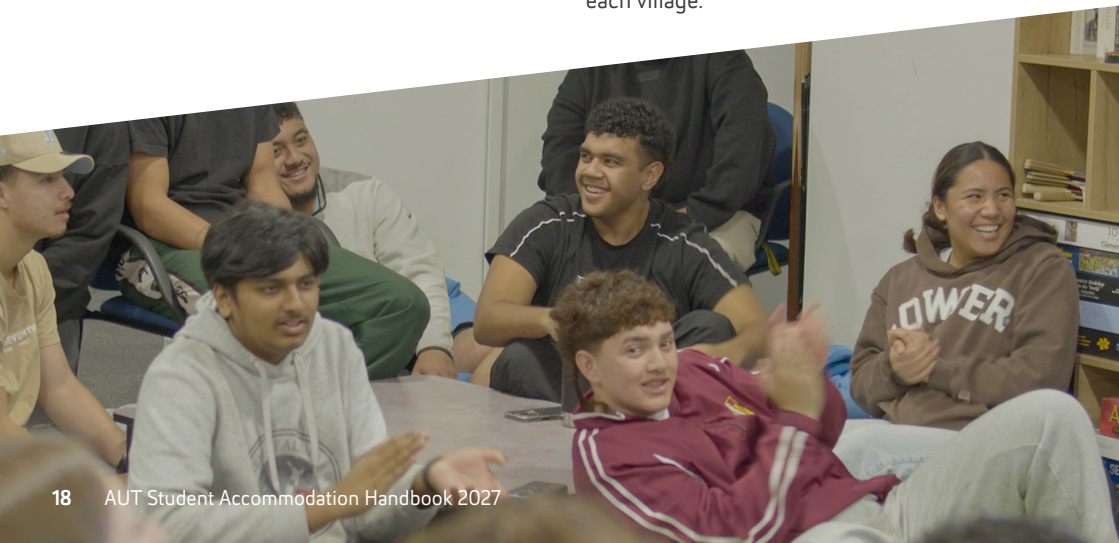
If you and your flatmates or neighbours are experiencing problems, you should contact your RA or accommodation team, who will discuss your difficulties and work with you towards a solution.

Event photography

Photos and videos are often taken at events. These are then posted on our social media sites and used to market our Residential Life Programme and website – if you don't want your photo taken or used, please let staff know.

Student Voice

We get in touch with you to hear your thoughts and feedback through the course of the year. Please do take the time to give us your feedback so we can improve our service and care continuously. A resident advisory committee, made up of residents, meets frequently to provide and gather feedback at each village.



FEES AND FINANCES

Accommodation fees are outlined in your accommodation agreement. AUT Student Accommodation charges a deposit which is paid at the accommodation application offer stage, including applicable fees and board in advance (this is not a bond). If you chose to pay in instalments, you would have been sent a payment schedule with the dates your payments are due.

You will need to set up an automatic payment with your bank. Please ensure you are using the correct reference so we can match your payment in our system.

How to pay

Payment of the deposit and the instalments must be made through the online portal or by direct bank transfer.

Online portal

The sign-in details for the online portal were created by you when you made your initial application and should have also been emailed to you.

The online portal allows you to pay securely and instantly by credit card, debit card and internet banking. Please note, if you are using a credit card to pay your accommodation fees, there will be a credit card surcharge applied to cover merchant charges.

Eftpos payments

If you are unable to use the portal to make your accommodation payments, you can pay via Eftpos at reception Monday to Friday, 8am–4pm.

Guarantor

All under 18 domestic residents and all residents opting to pay by instalments need to provide a guarantor – a third party, such as a parent or close relative, who can ‘guarantee’ a person’s residential agreement payments.

Insurance

Residents are responsible for insuring their personal property. AUT holds no accountability over loss of property through damage, theft or other means.

We recommend residents hold an insurance policy that covers personal property loss and theft, alongside cover for liability of damage to the accommodation facilities.

Financial issues and assistance

In the event of unforeseen financial issues, we encourage you to discuss your situation with accommodation staff before the due date for payment. Financial assistance is available throughout the year to AUT students via the Student Hub.

Either talk to accommodation staff for support accessing financial assistance or apply through the Student Hub.

AUT student accommodation has a debtors process which will be followed should continuing non-payment of board occur, and guarantor may be contacted for payment.

Early withdrawal from your Residential Agreement

If you are considering withdrawing from your student accommodation, we encourage you to first discuss your situation with accommodation staff.

Your Residential Agreement and the Accommodation Fees – [Terms and Conditions](#) document contains details on the early withdrawal criteria and process.

If you do decide you want to withdraw, you will be required to fill out an Early Withdrawal of Residential Agreement application, which will provide more information on next steps.



AUT SERVICES AND SUPPORT

Student Hub

AUT offers some of the most comprehensive [student support services](#) in New Zealand, and our Student Hub is where our students can learn more about these services. There's a Student Hub on each of our three campuses, so you can get help and support when and where you need it. You can also get in touch with them online.

The Student Hub can also help if you're experiencing financial difficulty while studying at AUT. They may be able to provide the following financial assistance:

- Food or transport vouchers
- Vouchers for household needs
- Utilities and other living expenses

Counselling and mental health support

At AUT, all domestic and international students can get free, confidential [counselling sessions and mental health support](#).

If you're a current student check [My AUT](#) for more information, location on your campus, or phone (09) 921 9292.

For support outside regular hours, you can call any of the helplines listed in the 'Important contacts' section at the front of this handbook.

AUT RUOK advisors

Our [RUOK advisors](#) are current AUT students who support students with their wellbeing across all three campuses. You will see them roam around campus in their teal colour RUOK t-shirts and you can also find them in the RUOK space on the ground level of the Tukutuku Building, North campus.

Disability support

If you are Deaf, neurodivergent or have a disability or medical condition, contact a [Disability Support](#) staff member in the Student Hub so you can participate as fully as possible in your learning.

Some types of support they offer include:

- Sign language interpreting
- Training on different assistive technology
- Assistive technology like screen readers, magnifiers and specialised software
- Support to access study materials in alternative formats
- Planning for exams (eg extra time, readers and writers, separate rooms)
- Information around campus accessibility (eg maps, parking information)
- Talking with your lecturers or programme leaders

More information can be found here at [Arranging disability support – AUT](#)

Employability and careers

Get support from our [employability and career specialists](#), and develop your employability skills through their services, workshops, employer networking events and resources.

International student support

Our student advisors can help with:

- Immigration matters
- Student visas
- Insurance
- Accommodation
- Life in New Zealand
- Setting up a bank account
- Talking to faculties

Māori support

maori@aut.ac.nz

Te Pou Māori is the dedicated support service for ākonga Māori. We embrace manaakitanga, and through genuine care, generosity and respect we uplift the mana of all. We can help you with:

- Ako – study and academic support including one-to-one and group based wānanga, coursework, preparing for assessments and Special Consideration Applications.
- Āwhina – one-to-one support for ākonga Māori that meets your needs and includes personal and financial support.
- Ahurea – well-resourced whānau spaces, kaupapa Māori events and activities, connections to ākonga Māori groups/networks and ora/hauora initiatives.

Pacific support

aut.ac.nz/pacific

AUT is committed to empowering Pacific communities through education. Our Vā Pasifika spaces across all three campuses are safe, welcoming environments where Pacific students can connect, relax, study, and feel a deep sense of belonging. Supported

by our dedicated Vā Pasifika Taunga team, these spaces offer holistic support for your academic journey and wellbeing. Whether you're seeking academic or financial support, cultural connection, wellbeing workshops, or simply someone to talanoa with, our team is here for you.

Rainbow support

aut.ac.nz/rainbow

The Rainbow Student Support team can offer services and resources for students who identify with diverse sexual orientations, sex and gender identities. Our Rainbow Support team offers one-on-one appointments – whether they're Rainbow related or not (eg wellbeing, transitioning and coming out, navigating study as a Rainbow student).

- A Rainbow student room is located at the City Campus, where you can study, relax and find your communities!
- Social, crafting and skill building workshops are held throughout the semesters
- You can join student groups and networks, including Out@AUT

Spiritual and religious growth

aut.ac.nz/student-life/support-services/multifaith-and-spiritual-support

Multifaith and spirituality support is a free service for all AUT students helping them explore their spirituality or spiritual wellbeing for a greater understanding of life's meaning, the significance of their story and its place in the world.

The multifaith team offers support and spiritual guidance to help you during your University journey.

Services provided are:

- Spiritual support from a team of culturally and religiously diverse chaplains
- Spiritual/cultural workshops
- Interfaith forums and celebration events
- Prayer and meditation groups/services
- Faith and spirituality forums/webinars
- Bookable facilities including multifaith rooms and Masjid
- Community support

Student ambassadors

AUT student ambassadors are current students at Auckland University of Technology who represent the university at various events and initiatives.

They assist with campus tours, orientation activities, and outreach programmes, sharing their experiences and insights to help prospective and new students.

Recreation activities and facilities

AUT has [on-campus gyms](#) at all our campuses, as well as the state-of-the-art [Te Āhuru Recreation Centre](#) on the City Campus. As an AUT student you can participate in a wide variety of sports, from social on-campus games to elite international competitions. You can also get involved with a club that aligns with your interests and passions through our [Student Association – AUTSA](#).

Medical services

AUT has [medical centres](#) for students at our City and North campuses. These are staffed by doctors and nurses who provide a range of medical services. The South Campus offers nursing services only.

Routine appointments are free for domestic students who enrol with the centre as their main healthcare provider. If you are an international student and have AUT.

Studentsafe university insurance or Unicare insurance and your medical condition is covered by your policy, we will bill your insurer directly for your consultation.

Services at the student medical centres include:

- General healthcare
- Sexual health and contraception
- Emergency contraceptive pill (free for students)
- Minor surgery
- Maternity care and pregnancy testing
- Travel health
- Vaccinations and immune screening

Medical centres

Visit [My AUT](#) for more details including locations, costs and enrolment information, or phone:

City Campus: +64 9 921 9992
North Campus: +64 9 921 9998

POLICIES AND PROCEDURES

As a residential facility related to academic pursuits, members of our AUT accommodation community are expected to respect the rights and dignity of other residents and accommodation staff at all times.

Residents must take full responsibility for acting in ways that demonstrate respect for themselves and others. As recognised adults, all residents are legally subject to New Zealand laws.

AUT holds residents responsible for knowing the policies set out in this handbook and adhering to the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice](#). These policies exist to facilitate the educational process and ensure a safe, fair and successful experience for all residents. Ignorance of policies is not an acceptable excuse for any policy violation.

All residents and their guests must promptly cooperate with AUT Student accommodation staff and security, including, but not limited to, providing a photo ID upon request, advising staff when you are away from the residence for 48 hours or more, and engage with wellbeing and welfare checks.

This includes compliance with instructions whether oral or written.

1.0 Alcohol Policy

Alcohol is permitted within University accommodation for residents' own responsible consumption.

1.1 Alcohol is not to be brought into University accommodation by visitors. Any visitor in an intoxicated state will be immediately removed from University accommodation premises

1.2 Excessive use of alcohol, or continued intoxication by a resident will be regarded as a breach of discipline and action will be taken under the Support to Study code (Health, Wellbeing and Fitness to Study) and/or discipline provisions

1.3 Consumption of alcohol is not permitted in any common or external areas without the express permission of AUT Student Accommodation management team

1.4 Kegs are not permitted

1.5 Drinking games are not permitted in the accommodation sites. Implements for the rapid ingestion of alcohol such as funnels, beer bong and yard glasses are prohibited. Equipment for brewing and distilling is not permitted on the premises. The collection and displaying of drinking related paraphernalia such as cans and alcohol bottles is also not permitted

1.6 Open or partly consumed vessels of alcohol are not permitted in common or external areas at any time

1.7 Storage of such alcohol must be within each resident's own bedroom or, by mutual agreement with other residents, within apartment common areas. The amount of stored and unconsumed alcohol must be minimal and cases of cans, bottles, kegs or similar are not permitted to be stored in apartment common areas and/or bedrooms

1.8 Empty alcohol containers must be disposed of in the appropriate receptacles and not be left to accumulate within bedrooms or apartment common areas

1.9 The AUT Student Accommodation management team may, from time to time, organise events for residents where alcohol may be provided. In such cases,

as a “Responsible Host” the University reserves the right to limit the amount of alcohol provided to residents

2.0 Drug Policy

AUT Student Accommodation have a zero-tolerance policy to drugs.

2.1 The possession of any prohibited drug is a criminal offence. The possession and/or use of any prohibited drug by any resident is not permitted within University accommodation premises or grounds and may result in termination of the Residential Agreement by AUT and possible legal action by the Police

2.2 Any resident who has reasonable grounds to suspect that another resident possesses or is using prohibited drugs should report this to the AUT Student Accommodation management team.

2.3 Where accommodation staff or AUT Security has reasonable grounds to suspect that a resident is in possession of prohibited drugs, the right is reserved to inspect that resident’s room

2.4 Where the AUT Student Accommodation management team have reasonable grounds to suspect that a resident has been or intends to supply prohibited drugs to other persons, the Police will be informed

3.0 Harassment and Discrimination Policy

AUT seeks to provide residents with a community free of harassment, discrimination or violent behaviour against any person or group, based on race, religion, gender, sexual orientation, marital status, age, nationality

or disability. Therefore, harassment and/or discrimination in all forms are expressly prohibited

3.1 AUT is committed to taking action against all forms of sexual or gender harassment, or discriminatory acts, including coercive sexual behaviour

3.2 Incidents of alleged harassment or discrimination should be reported to accommodation staff, or filed via AUT’s online reporting website: [Disclosing Harmful Behaviour](#)

3.3 Accommodation staff will report this to the AUT Manager Student Conduct and/or the appropriate authorities

3.4 The University Harassment Prevention Policy and its provisions are to be observed at all times.

Definitions of harassment and discrimination include the following:

- Harassment: Any behaviour (verbal, written or physical) that abuses, assaults, demeans, intimidates, victimises or effectively creates a hostile environment for any person
- Discrimination: Unequal treatment of or unfavourable distinction made against a person based on race, nationality, ethnicity, gender, age, marital status, disability, religion or sexual orientation

4.0 Smokefree Environment Policy

4.1 Smoking is not permitted at any time within University accommodation including bedrooms, apartment common areas or any enclosed communal areas. Smoking is not permitted within proximity to any University property entrance

4.2 The ban applies to all substances which can be smoked including but not limited to cigarettes, rollups, pipes, hookahs/shisha pipes and cigars

4.3 If you are found smoking in a prohibited area, any costs relating to cleaning/ redecoration required to clean and refresh the area will be chargeable

5.0 Noise Policy

5.1 Residents first and foremost have the right to study and to sleep within AUT Student Accommodation facilities

5.2 It is the responsibility of all residents and their guests to follow the quiet hours and courtesy hours policy in the building

5.3 Quiet hours are in effect from 10pm everyday

5.4 During quiet hours, noise from any source should be at a low level and respectful of others. Noise may be heard outside of apartments however it should not be at such a level that it is a disturbance to others

5.5 Accommodation staff and AUT Security have the right to request noise levels are lowered. If their request is not adhered to, residents involved may face further disciplinary action

5.6 AUT Student Accommodation management may impose additional "quiet times" such as the period immediately prior to and during examinations. During these times there are to be no visitors after 10pm including no overnight guests or social gatherings.

6.0 Visitor and Overnight Guest Policy

For reasons of health and safety, AUT Student Accommodation may only be entered by residents, their bona fide visitors and persons having legitimate business at University accommodation.

6.1 All visitors must sign in and out of the halls at the main reception area

6.2 Residents may bring visitors into University accommodation, acknowledging they are responsible for the conduct of their visitors at all times

6.3 Visitors, unless staying overnight with the permission of AUT Student Accommodation management team as outlined below, must leave University accommodation by 10pm.

6.4 Residents may have one visitor stay in their room for two consecutive nights and no longer than five nights per calendar month, provided they have notified and been approved by the AUT Student Accommodation management team and have approval from all other flatmates. All visitors must sign the visitor book in the reception areas. Visitor stays of longer than two consecutive nights will require the express permission of AUT Student Accommodation management and will be required to pay an overnight charge

6.5 Where the AUT Student Accommodation management team determine that a visitor has been staying in University accommodation in contravention of 6.4 above, the resident responsible for that visitor may be subject to Accommodation Services disciplinary measures. The resident shall also be responsible for any additional charges

7.0 Access Policy (Right of Entry)

AUT Student Accommodation staff and security have the right to access any room for reasonable purpose.

7.1 When access is required for routine inspections each affected resident will receive notification of the date, time and purpose of the visit at least 24 hours in advance

Instances when notice will be given include:

- To perform routine health, safety and inventory inspections
- To show the apartment to contractors or prospective residents
- To carry out required facility services or planned maintenance works

7.2 Submitting a maintenance service request via the online portal is automatically considered an invitation to enter during normal working hours to respond to the request

7.3 Staff reserve the right to enter any room at any time for any purpose reasonably connected with the wellbeing, welfare, and safety of people or for inspection/ maintenance of AUT Student Accommodation property

7.4 Accommodation staff who need to enter a room will knock loudly and identify themselves as staff before entering

8.0 Care of Facilities Policy

All residents are expected to take reasonable care of the chattels, rooms and common areas within University accommodation buildings and grounds.

8.1 All residents must sign the "Apartment Checklist" upon moving into University accommodation verifying that all specified chattels are present within the apartment and that the apartment is presented in a clean, tidy and damage-free condition

8.2 Any part of University accommodation facilities requiring maintenance should be reported to AUT Student Accommodation management as soon as possible

8.3 Any defacement or damage to University accommodation buildings or grounds must be reported to AUT Student Accommodation management as soon as possible

8.4 Residents are not permitted to make any changes to their accommodation whether structural or otherwise, including changes to internal decor

8.5 Any costs incurred by the University in repairing defacement or damage will be borne, in full, by the resident or residents responsible

8.6 Residents are expected to maintain their units to high standards of cleanliness. Routine cleaning in all units should include kitchen and bathroom appliances and fixtures, regular vacuuming, drain cleaning and mopping.

8.7 Resident(s) will ensure room/apartment is kept at an appropriate standard to pass each inspection (two per semester). Where a reasonable attempt has not been made to remedy any areas of concern, the resident(s) will cover the cost of external cleaning services to bring the room and/or apartment up to standard

8.8 On checkout, resident(s) will ensure room/apartment is left in the state it was entered. Any costs required to bring room/apartment up to standard will be passed on to the resident(s), including for any cleaning and/or damage

University accommodation discipline procedures and the Support to Study Code (Health, Wellbeing and Fitness to Study).

As an AUT student, you have agreed to be bound by the AUT Discipline Statute and signed the acknowledgement below as part of your enrolment process:

"I promise that I will make myself familiar with the requirements in regard to student behaviour as set out in Sections 6 and 7 of the Discipline Statute. I will obey the statutes, rules and regulations of the University. I acknowledge that if I breach the statutes, rules and regulations of the University I will be subject to the discipline procedures and penalties imposed under the University Discipline Statute and General Academic Statute."

You can find the full [AUT Discipline Statute \(page 620+\) online](#).

Please take note of Section 6 of the Discipline Statute concerning student behaviour (see right).

Student behaviour

No student shall:

- (a) Act in a manner which is contrary to the good government of the University or is prejudicial to its functioning or brings discredit or ill-repute to the University
- (b) Provide false or misleading information to the University
- (c) Fail to identify himself or herself if required to do so by a staff member
- (d) Fail to comply with any lawful and reasonable direction given by any staff member in order to maintain good order and discipline
- (e) Damage or deface any property within the University grounds
- (f) Impede or disturb the activities of the University, whether in teaching, research, administration or otherwise
- (g) Be in a part of the University in which the student is not entitled to be at that time
- (h) Fail to comply with the directions on any notice erected with the authority of the Vice-Chancellor and governing entry, speed and exit of vehicles and the location and use of parking spaces
- (i) Harass any person in the University grounds or in class with offensive or unwanted behaviour (this includes physical violence) in a way that affects that person's ability to study or to enjoy the University amenities or to carry out their work

- (j) Commit any crime defined in the Crimes Act 1961 or Summary Offences Act 1981 against any student or staff member or University property in the University grounds or in class
- (k) Commit any crime defined in the Crimes Act 1961 or Summary Offences Act 1981 against any student or staff member or University property outside the University grounds where such action has an impact on the good management and discipline of the University
- (l) Discriminate against or harass any person or group of people either by conduct, or research or study, in breach of the Human Rights Act 1993 or the Discrimination policy of the University; and
 - i. Act in a disruptive manner as a result of being under the influence of a drug or substance on University grounds or in class unless it is prescribed by a qualified medical practitioner
 - ii. Act in breach of any published University regulation or policy
 - iii. Act in breach of any agreement regarding confidentiality that the student has entered into with the University
 - iv. Bring animals (other than those registered and being used as Blind Low Vision NZ for the guide dogs) onto AUT premises without the permission of the University Security Manager
- (m) Any student who in any way assists, counsels, procures or encourages another to commit a breach shall be guilty of the same breach and subject to the same disciplinary measures.

If a student appears unable or unwilling to manage their own wellbeing or behaviour, they may come under the care of the [Support to Study Code \(Health, Wellbeing and Fitness to Study\)](#) under section 1.2 (b) Ability to live safely in the Universities accommodation.

This code is a supportive collaborative framework between the student and professional AUT Staff.

COMPLAINTS PROCEDURES

If you have a complaint, please first raise it with an accommodation staff member.

If you are unable to remedy the complaint through talking with accommodation staff you are advised to follow AUT's complaints process: aut.ac.nz/feedback

Residents can also contact the AUTSA Advocacy team for free, confidential advice about issues with AUT: advocacy@aut.ac.nz

Should the resident's concerns not be resolved by these internal grievance procedures they can then pursue an external complaint.

AUT domestic and international residents contact:

[Student Complaints Ngā amuamu tauira](#)

GOOD LUCK!

We wish you the very best for your time at AUT – it's a great place to be a student.

MAPS - AUT NORTH CAMPUS



FACULTIES & SCHOOLS

Clinical Sciences Reception – AA124, AA building

Education Reception – AR101, AR building

Faculty of Health & Environmental Sciences Postgraduate & Research Office – Level 2, AF building

Health & Environmental Sciences – Level 3, AZ building

Occupational Health, Psychology, & Psychotherapy – Level 4, AF building

Public Health & Interdisciplinary Studies Reception – Level 4, AZ building

Sport & Recreation – Level 2, AF building

STUDENT HUB

Level 1, AF building

CAMPUS CARPARKS

Carparks 2 and 7 (Pay by Plate)

SERVICES & FACILITIES

AUT Integrated Health – AX building/ Northmed, 3 Akoranga Drive (800m from campus)

AUT Medical Centre – AE107, AE building

AUT Security – AT101, AT building

AUT Student Association (AUTSA) – AN building

Learning Lab – AL building

Library – AL building

Sports Stadium – AH building

Tech Central – AL building

Visitor enquiries (students) – Student Hub, Level 1, AF building

Visitor enquiries (general) – Security Office, AT building

-  Student Hub
-  Student lounge & study space
-  Café
-  Early Childhood Centre
-  Baby feeding rooms
-  Conference facility
-  Public transport
-  Pedestrian access
-  Mobility parks
-  Covered pedestrian motorway overbridge
-  Defibrillator
 - AA124 Lobby
 - AH01 Reception
 - AL01 Library foyer
 - AR01 Stairwell of south block, beside carpark 6
 - AX01 AUT Health / Northmed reception, 3 Akoranga Drive (not shown on map)
 - AZ100 Beside the Kōkiri Café counter

For more details, use MazeMaps



Akoranga Student Village
42 Akoranga Drive
Northcote
Phone: +64 9 921 9947
residential.services@aut.ac.nz

Changes to this handbook and policies can be made by AUT at any time and will be communicated with residents. The online document will always reflect the current version.

This document is available at **aut.ac.nz/accommodation**