



# AUT

TE WĀNANGA ARONUI  
O TĀMAKI MAKAU RAU

# 2027

MDSA STUDENT  
ACCOMMODATION  
RESIDENTIAL CARE  
AND SUPPORT GUIDE

# CONTENTS

|    |                                 |
|----|---------------------------------|
| 3  | WELCOME                         |
| 4  | AUT STUDENT ACCOMMODATION STAFF |
| 5  | IMPORTANT CONTACTS              |
| 7  | EMERGENCY PROCEDURES            |
| 8  | PRE-ARRIVAL                     |
| 9  | ARRIVAL                         |
| 10 | FACILITIES AND OPERATIONS       |
| 14 | YOUR RESIDENTIAL COMMUNITY      |
| 16 | FINANCIAL                       |
| 17 | AUT SERVICES AND SUPPORT        |
| 20 | POLICIES AND PROCEDURES         |
| 26 | AUT CITY CAMPUS MAP             |

As Te Āhuru Mayoral Drive Student Accommodation is jointly managed by AUT and Unilodge, this guide should be read in conjunction with the Unilodge Resident Handbook and House Rules.

# KIA ORA

Welcome to Mayoral Drive Student Accommodation (MDSA).

Coming to tertiary study 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 – to 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.

Please take the time to read through this residential care and support guide. 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 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

## About MDSA & AUT

Mayoral Drive Student Accommodation (MDSA) is an accommodation residence for students, run in partnership with AUT and UniLodge. Many of the services provided to MDSA residents are actualized by AUT systems and staff.

All MDSA residents, whether AUT students or not, will be part of and included in the MDSA community, activities and events. At times this guide may refer to AUT-specific services – but please note that non-AUT students will still be provided equivalent care and support through suitable channels.

The staff in student accommodation are the first point of contact to find information regarding events and activities and discuss any issues. They are very knowledgeable and if they are unable to help, they will connect you with someone who can.

## Residential Care Manager

Our Residential Care Manager is based at the residence and manages our residential life programme, focusing on supporting residents to achieve their academic potential and develop life skills. They oversee the Residential Assistants and provide onsite pastoral care and critical incident management to residents.

## Residential Care and Services Coordinators

Our Residential Care and Services Coordinators are our residential care superstars. They manage resident queries and support our management teams with administration and event development.

## 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 delivering events, acting as a mentor, and being a familiar first point of contact for residents.

## 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.

## AUT 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.

## IMPORTANT CONTACTS

For all emergencies, call 111

### Key contacts

#### **AUT Residential Care team**

Te Āhuru Mayoral Drive Student  
Accommodation (MDSA) 24/7

Ph: 021 613 690

This 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, after-hours lockouts, urgent after-hours maintenance issues and noise complaints.

You can also contact your residential team on [residential.services@aut.ac.nz](mailto: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 a residential care staff member who will be happy to chat, provide support, and link you in with AUT support services or appropriate external services that meet your needs.

If someone needs a hand, please let one of the residential care staff know (including Residential Assistants) by visiting our office on level 6 or calling the duty phone (021613690).

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

Residents are required to advise the residential care 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 that they are away, will be contacted to ensure their safety and wellbeing.

If we are unable to contact the resident directly, AUT staff may reach out to their emergency contact.

## Support options

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

Non-AUT residents: contact your tertiary provider for support and information.

## External support options

We are 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**

AUT students, 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 for a short time.
- All rooms are fitted with sensitive smoke alarms that can be set off by deodorant spray, hair straighteners and burnt toast, for example.

## Fire alarms

It is a requirement that all students residing at Te Āhuru Mayoral Drive Student Accommodation know the fire evacuation protocol. Staff will reinforce procedures when you check in to your accommodation.

In the event of a fire alarm:

- Leave your room and close your window if it is safe to do so.
- Calmly exit the building through the nearest emergency exit.
- Meet at the assembly point.
- 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.
- If you know that someone is out of the residence, tell your RA or a senior staff member. Please do not leave the evacuation area until the “all clear” has been given.

## 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

## PRE-ARRIVAL

### What to bring

All residents will need to bring their own:

- Bed linen, including pillows
- Cutlery/crockery
- Cooking and kitchenware
- Towels and bathmats
- Coat hangers
- Cleaning materials
- Laundry basket
- Emergency kit
- Food

Items considered dangerous are not permitted in Student Accommodation. Electrical items must be portable appliance tested (PAT) before they can be used on site.

### What not to bring

- Fridge
- Heater
- Electric iron
- Electric blanket
- Extra furniture
- Fireworks
- Candles and incense
- Anything offensive or risky
- Pets
- Any portable appliances that have not been PAT tested

### Decorating your room

We understand that you may want to decorate your room 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 White-Tac or 3M hooks as you may be held liable for any damage caused.

### Under 18s

Residents who are under 18 when arriving at MDSA will be required to live in a predominantly under-18, alcohol-free floor.

Welbeing 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 you complete these before you arrive.

### International arrivals

If, due to your international flights, your arrival is likely to be outside of 9am to 8pm, Monday to Sunday, we suggest you consider staying the night at an airport hotel and then arriving at MDSA the following day. This way, we can properly greet you and help you get settled in.

## ARRIVAL

### Parking and unloading

MDSA is located in a densely populated area in the Auckland CBD. There may be some on-street parking on Wakefield Street, or alternatively there are two Wilson carparks on our block.

### Checking in

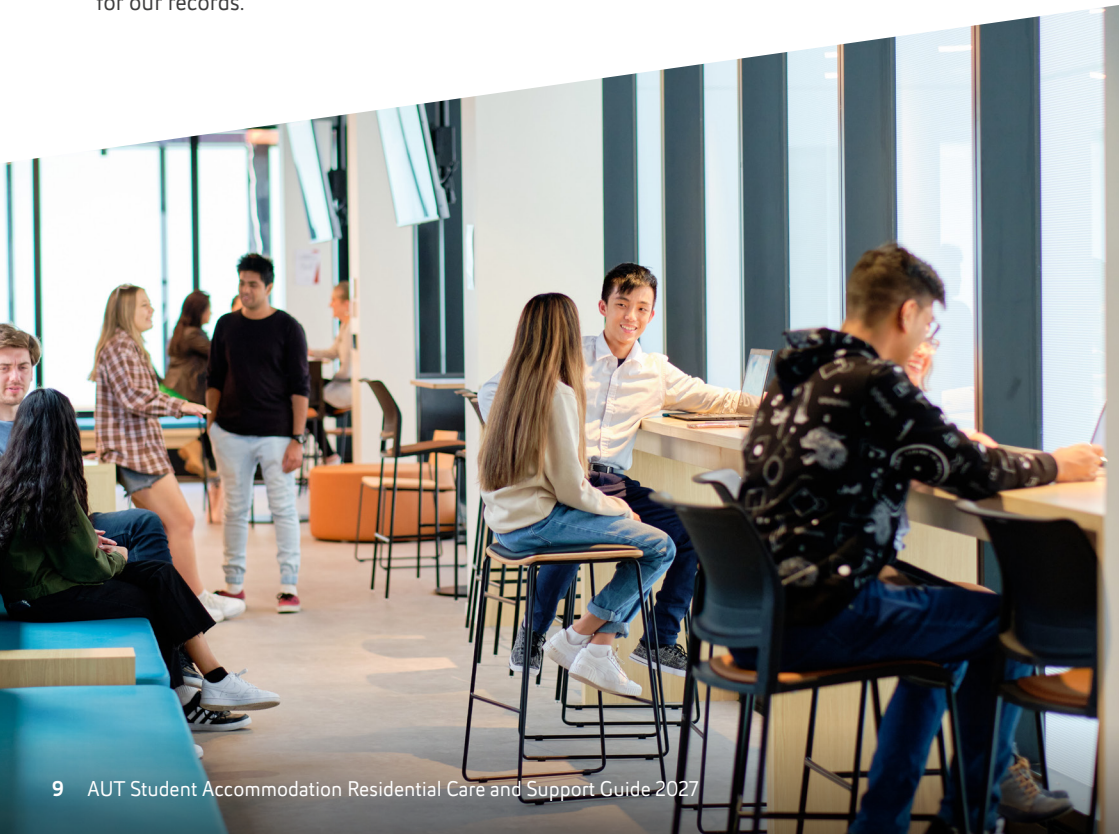
We recommend checking in on your move-in day, as staff will hold information sessions and you will get to meet your new fellow residents. Orientation events such as a full residence dinner will also be held to bring our new community together.

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 to answer any questions that you may have.

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



## FACILITIES AND OPERATIONS

Below is an overview of facilities within your student accommodation and how we operate in partnership with the Facility Managers, UniLodge.

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

### Alcohol

Alcohol consumption is limited to compliant amounts as per ALAC guidelines, and underage drinking laws are strictly enforced. Only five people are allowed per bedroom, and host responsibility is crucial.

Alcohol consumption is prohibited in common areas and cannot be stored in communal refrigerators. Alcohol is not to be consumed in the common areas of your residence, 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 guide.

### Bicycle storage

There is bike storage located in the basement level near reception. Only residents who have informed reception about their bicycle will have access to this room, using a swipe key card. You will need to bring your own locks.

AUT Student Accommodation or UniLodge does not take responsibility for any loss or damage to bicycles kept on-site.

### Closed circuit TV (CCTV)

The exterior of the building and common areas and lifts are covered by CCTV for your safety and security. The footage will only be viewed by management. 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](https://aut.ac.nz/feedback)

### Drugs

At Te Āhuru Mayoral Drive Student Accommodation (MDSA), the use of drugs and the storage of drug consumption equipment are strictly prohibited, except for medical prescriptions. If a resident is found to have breached this policy through a disciplinary process, their accommodation contract will be terminated. Residents have the right to appeal this decision as outlined in the accommodation contract. This policy reflects MDSA's dedication to ensuring a safe and drug-free living environment for all residents.

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

## **Internet**

Our wifi network is AUT-Wifi. AUT students use their AUT network username and password to access the wifi network. Non-AUT students will be provided with a network login and password.

## **Mail and deliveries**

Please ensure all mail delivered to your accommodation has your full name and apartment number. Use the address template below for your relevant student accommodation:

Your name, Apartment #  
Te Āhuru Mayoral Drive Student Accommodation  
121 Mayoral Drive  
Auckland 1010, New Zealand

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

## **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. AUT Student 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 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**

MDSA has no parking facilities available. Privately operated parking buildings at full commercial rates are in the area, so we recommend looking into these should you require a parking space.

## **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. UniLodge and AUT work in partnership operating this residence, therefore all personal information during your residency is accessible by both parties.

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](mailto: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.

## 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.

## Security, body-worn cameras

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)**

## Security patrol on campus

Security patrols AUT campuses 24/7, and accommodation facilities from 7pm–7am. The security team are easily identifiable. You can help security on campus by identifying and immediately reporting any risks, suspicious activity or incidents and by taking steps to avoid potentially hazardous situations.

## Smoking and Vaping

AUT is a smokefree university.

Smoking, including vapes, E-cigarettes and shisha, is not permitted anywhere on campus or in student accommodation (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. Should you set off the smoke detector accidentally, you can use the silence button to halt it while you clear the smoke. Use the window and extractor fan and do not open the door (as this would activate the alarm to evacuate the whole building).

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 responsible.

### **Social gatherings**

All social gatherings are considered an event and an application must be pre-approved by Management at least 3 days prior to the event.

A social gathering is a maximum of 5 people (including visitors and other residents) permitted in a single room at any one time. Staff can close down an unauthorised social gathering. All visitors attending a social gathering must follow the visitor guidelines (see below).

### **Visitors**

Visitors (max 2 per resident per visit) are welcome. They must inform reception and be accompanied at all times. All visitors, unless staying as an overnight guest (see below), must vacate by 10pm. Visitors must not be given a swipe tag or key. Residents are liable for their visitors and any damage they may cause. Anti-social behaviour will not be tolerated and may result in visitors being issued a trespass notice and 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. 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.

In each single studio room there is:

- King single bed
- Kitchenette: fridge, sink, storage, microwave, 2-plate hob
- Bathroom
- Study desk and chair
- Storage space, bookshelves

Furniture in communal spaces must not be moved to your room.

# YOUR RESIDENTIAL COMMUNITY

## Residential Community | Four domains of Residential Life

|                             |                                                                                                                                                                                                       |
|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Social</b>               | A wide range of inclusive social activities to promote community engagement.                                                                                                                          |
| <b>Health and wellbeing</b> | 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. |
| <b>Life skills</b>          | 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.            |
| <b>Wider community</b>      | 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-residence 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 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 (house groups) and the full accommodation hall.

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 residence induction session. We recommend you also keep an eye on our social media sites (linked in your welcome email) and noticeboards around your accommodation for other activities, groups, and events happening in your residence.

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. AUT students, 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 programmes, and are always keen to hear of event suggestions.

## 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
- Leaving dirty dishes, food and rubbish lying around the common area

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

If you and your neighbours are experiencing problems, you should contact your RA or residential care 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 on our website – if you don't want your photo taken or used, please let the residential care team 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 residence.



## FINANCIAL

### Financial issues and assistance

In the event of unforeseen financial issue while you are studying, we encourage you to discuss your situation with your residential care team before the due date for payment.

They may be able to provide the following financial assistance:

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

Hardship assistance is also available throughout the year to AUT students, and we can provide guidance for non-AUT residents.

Either talk to your residential care staff for support or AUT students can apply through the Student Hub.

### Rent arrears

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

### 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.



# AUT SERVICES AND SUPPORT

## AUT STUDENTS ONLY

### 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.

### 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 who can provide support 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 [Access 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

Contact the Student Hub to talk to [international support](#) staff. 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](mailto: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 oranga/hauora initiatives.

## Pacific support

[aut.ac.nz/pacific](mailto:aut.ac.nz/pacific)

AUT is committed to empowering Pacific communities through education. 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](https://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. The 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

## Multifaith and spirituality

[aut.ac.nz/student-life/support-services/multifaith-and-spiritual-support](https://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 AUT 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.

Their role is to guide, support, and inspire others, while also promoting a welcoming and inclusive campus community.

### 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 the 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 room. 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 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 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, vapes, 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 AUT Student Accommodation. 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)

Te Āhuru Mayoral Drive Student Accommodation (MDSA) staff and security have the right to access any room for reasonable purpose.

- 7.1 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 the property
- 7.2 Accommodation staff who need to enter a room will knock multiple times and identify themselves as staff before entering

## AUT RESIDENTS ONLY

**University accommodation discipline procedures and the [AUT Support to Study Code \(Health, Wellbeing and Fitness to Study\)](#)**

**As a resident of MDSA, 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 above).

## 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 1961 Act 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 University's 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](https://aut.ac.nz/feedback)

AUT residents can also contact the AUTSA Advocacy team for free, confidential advice about issues with AUT: [advocacy@aut.ac.nz](mailto:advocacy@aut.ac.nz)

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

Non-AUT residents: email [mayoraldrive@unilodge.co.nz](mailto:mayoraldrive@unilodge.co.nz)

AUT Domestic and International residents contact: [Study complaints Ngā amuamu tauira](#)

## GOOD LUCK!

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

# AUT CITY CAMPUS MAP



## SCHOOLS

- Art & Design** – Level 3, WE building
- Business** – Level 1, WF building
- Communication Studies** – Level 12, WG building
- Engineering, Computer & Mathematical Sciences** – Level 3, WZ building
- Future Environments** – Level 11, WG building & level 3, WZ building
- Hospitality & Tourism Reception** – Level 3, WH building & level 3, WB building
- Law** – Level 3, WY building
- Science** – Level 1, WS building
- Social Sciences & Humanities** – Level 3, WB building
- Te Ara Poutama Reception**– Level 3, WB building

## STUDENT HUB

- Level 2, WA building

## SERVICES AND FACILITIES

- AUT International** – Level 16, WO building
- AUT Security** – Corner St Paul & Wakefield St, WO building
- AUT Shop/UBIQ** – WH102, WH building
- AUT Student Association (AUTSA)** – Level 2, WC building
- Learning Lab** – Level 3, WA building
- Library** – Level 4, WA building
- PinkLine (print services)** – Level 3, WA building
- Student Accommodation & Recreation Centre** – WQ building
- Student Counselling & Mental Health** – WB204, WB building
- Student Medical Centre** – WB219, WB building
- Tech Central** – Level 4, WA building

- Student Hub
- Student lounge & studyspace
- Café
- Library
- Gym
- Conference facility
- City Campus-South Campus shuttle bus stop
- Baby feeding rooms
- Mobility parks
- Defibrillator
  - WA4 Hikuwai Plaza, outside library
  - WB222 Health & Counselling Centre
  - WF01 Lift lobby
  - WG1 Help desk in the atrium
  - WH209 Piko restaurant
  - WO2 Security reception
  - WS01 Lift lobby
  - WY1 Mayoral Drive – lift lobby
  - WQ3 Reception area

For more details, use MazeMaps



Te Āhuru Mayoral Drive Student Accommodation (MDSA)  
121 Mayoral Drive  
Auckland Central, 1010  
**[residential.services@aut.ac.nz](mailto:residential.services@aut.ac.nz)**

Changes to 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](https://aut.ac.nz/accommodation)**