



AUT

2023 AUT STUDENT ACCOMMODATION HANDBOOK

CONTENT

3	WELCOME
4	AUT STUDENT ACCOMMODATION STAFF
5	IMPORTANT CONTACTS
7	EMERGENCY PROCEDURES
9	AUT STUDENT ACCOMMODATION FACILITIES
10	PRE-ARRIVAL
11	ARRIVAL
12	FACILITIES AND OPERATIONS
17	YOUR RESIDENTIAL COMMUNITY
19	FEES
21	AUT SERVICES AND SUPPORT
24	POLICIES AND PROCEDURES
30	CITY CAMPUS MAP
31	NORTH CAMPUS MAP



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 live-in 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 get your degree. 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



Akoranga Student Village

AUT STUDENT ACCOMMODATION STAFF

The residential 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 put you in touch with someone who can.

Village Manager

The village manager based at each village is responsible for managing the facility and leading the whole team to create a supportive residential experience for all residents.

Residential Life Manager

The residential life manager based at each village manages 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 Services Coordinator

Our residential services coordinators are our customer care superstars, based at the front desk Monday to Friday. They manage resident queries, applications, rooming, finances, administration and maintenance.

Night Duty Officer

Your 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 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 assistants are peer leaders

IMPORTANT CONTACTS

For all emergencies, call 111

Key contacts in the village

Residential Assistants (RAs)

Residential Assistants duty phone numbers:

Wellesley Student Apartments (WSA) 24/7
021 613 690

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

Security

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

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.

This is a free to call number always held by accommodation staff or security. Student residents can call it 24/7 if they 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



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).

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

Our support partners

AUT also partners with external support providers for mental health and wellbeing services.

- Are You OK family violence helpline – 0800 456 450
- Crisis Resolution – 0800 920 092
- Healthline – 0800 611 116
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- OUTLine NZ provides confidential telephone support – 0800 688 5463 (0800 OUTLINE) available 6pm–9pm
- [Puāwaitanga](#) – individual counselling
- [Safe to Talk](#) – sexual harm helpline
- Samaritans – 0800 726 666
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Trained counsellor – free call or text 1737 any time
- Youthline – free call 0800 376 633, free text 234, email talk@youthline.co.nz
- The Lowdown – free text 5626, web chat from 7pm–10pm at thelowdown.co.nz, email team@thelowdown.co.nz

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 prohibits 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 reinforce procedures at the start of the year.

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 floor. A roll call will be taken promptly
- Do not re-enter a building with an alarm sounding once you have evacuated
- Alert duty staff 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.

COVID-19 protection

AUT Student Accommodation facilities remain operational at the COVID-19 Green, Orange and Red preventative framework.

Residents can continue to reside and complete studies during all levels and are supported while isolating as appropriate. Accommodation charges will continue. A discount or reduction during alert levels may be at the discretion of the owners.

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 gel
- Bottles of water
- Snacks
- Jacket or something warm

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.



Wellesley Student
Apartments' forecourt

AUT STUDENT ACCOMMODATION FACILITIES

City Campus accommodation Wellesley Student Apartments

Wellesley Student Apartments (WSA) offers self-catered accommodation for 496 students. It's a three-minute walk to the City Campus and close to public transport links. On-campus living is a convenient, safe and social lifestyle.

Each apartment is fully furnished and has four or five bedrooms, two bathrooms, a shared lounge/dining area and a kitchen.

There are three bedroom sizes to choose from:

- Small (2.6m x 2.5m)
- Standard (3.2m x 2.5m)
- Large (4m x 3.4m)

Every room has a king single bed, wardrobe, desk, chair, bookshelf and heated towel rail. You need to bring your own bedding and linen unless you have opted in for a linen pack.

There are 13 bedrooms for students which are accessible.

On-site services and facilities

- Staff who are available 24/7 and on-site
- TV room
- Study area
- Lounge area
- Communal kitchen
- Outdoor spaces
- Laundry
- Wifi
- Computers

Refer to the back of this handbook for a City Campus map.

North Campus accommodation Akoranga Student Village

Akoranga Student Village (ASV) has 40 townhouse-style, self-catered apartments with 204 beds. It's a five-minute walk to the North Campus and close to public transport links and shops.

Each apartment is fully furnished and has five or six bedrooms, normally two bathrooms, a shared lounge/dining area and a kitchen.

All bedrooms are standard size (3.2m x 2.5m).

Some rooms have a double bed and some have a king single bed. All rooms have a wardrobe, desk, chair and bookshelf. You need to bring your own bedding and linen.

There are eight bedrooms for students which are accessible, including bathrooms with doors that open to the person.

On-site services and facilities

- Staff who are available 24/7 and on-site
- TV room
- Study area
- Lounge area
- Outdoor spaces
- Laundry
- Wifi

Refer to the back of this handbook for a North Campus map.

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 building, room movements are difficult. We generally don't allow room movement requests for the first two 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 two 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 apply to the Village Manager for a change of room.

Any change of room is at AUT's discretion and will generally 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 WSA or ASV Facebook page prior to arrival where you can begin conversations with fellow residents.

Under 18s

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

Students 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.

Welfare 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 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

- WSA is located in a densely populated area in the Auckland CBD. There may be some on-street parking on Mount Street or Wakefield Street, or alternatively there are two Wilson carparks on our block.
- 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 BBQ 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 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 check you have joined our community social media pages 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.

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.



Kohimarama Beach visit for residents from WSA and ASV

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 flats of each village, 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 both villages. You will need to bring your own locks. AUT 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 and lifts are covered by CCTV for your safety and security. The footage will only be viewed by the AUT Estates team.

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

Both WSA and ASV have 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 AUTWSA for Wellesley and AUTASV for Akoranga. 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 staff 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 collection

Please ensure all mail delivered to your accommodation has your full name and apartment number. Use the address template

for your relevant student accommodation below:

WSA	ASV
Your name Apartment number 8 Mount Street Auckland, 1010 New Zealand	Your name Apartment number 42 Akoranga Drive Northcote, Auckland, 0627 New Zealand

Small parcels and letters will be put in the mailboxes outside reception.

Larger and ‘signed-for’ parcels will be stored behind reception, and you will be notified via email to collect. These can be picked up during office hours. Please bring your student ID.

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.

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

WSA 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.

ASV has a large carpark but there are a limited number of car parks which are available to purchase for the term or full year. These are sold on a first in, first served basis and you need to indicate in your application if you would like one. There is a cost per term and they are monitored by security however, 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.

Pets

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

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, you must respond immediately or further disciplinary action may be taken.

Right of entry

Accommodation 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 property.

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.

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

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

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

AUT is a smokefree 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 3 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 and out at reception 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 issued a trespass notice and disciplinary action against the resident host. Visitors, overnight or other, are not permitted during the end of semester examination weeks.

Overnight visitors

Visitors staying overnight are those deemed to be on the premises after 10pm. Residents may have two guests per apartment per night, and 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 longer 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 king single bed or double bed mattress
- Mattress protector
- Study desk
- Wardrobe
- Noticeboard
- Heated towel rail (WSA only)

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 (unless linen pack purchased prior – WSA only)
- Towels and bathmats
- Coat hangers
- Cleaning materials
- Laundry basket
- Emergency kit
- Food

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 damages 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

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 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 hall 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 [Student Hub Online](#) 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.

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 – 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.



FEES

Accommodation fees are outlined in your accommodation agreement. 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. 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.

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 students and all students opting to pay by instalments will need to provide a guarantor – a third party, such as a parent or close relative, who agrees to secure or 'guarantee' a person's residential agreement.

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.

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](#).

Counsellors are based at all campuses. You can also get help from mental health advisors.

If you're a current student based at **City Campus**, check Student Hub Online for more information or drop into level 2, WB building, City Campus, or phone them on (09) 921 9292.

If you're a current student based at **North Campus**, check Student Hub Online for more information or drop into AX (AUT health) building, 3 Akoranga Drive, or phone them on (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 students who support students with their wellbeing across the City and North campuses.

Disability support

If you have a disability or impairment, contact a [Disability Support](#) staff member in the Student Hub who can provide support to participate as fully as possible in learning.

Some types of support they offer include:

- Sign language interpreting
- Loop systems, digital recorders and SmartPens
- Training on different software systems or technology
- Assistive technology like screen readers, magnifiers and specialised software
- 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

Contact the Student Hub to access their [international support](#) staff. They can help international students with:

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

Māori support

At AUT we're dedicated to the success of our Māori students. We offer a [range of services and activities](#) to support you during your studies here. These include:

- Learning mentors who can help you settle in and support you with your studies
- Whānau spaces – areas you can meet others, relax or study on campus
- Māori student support advisors on each campus who can help with questions and advice on personal and study topics

Pacific support

aut.ac.nz/pacific

AUT are committed to empowering Pacific communities through education. We offer a range of support services and networks to our Pacific students through the Student Hub.

These include:

- Networking and study groups
- Fono rooms – areas you can meet others, relax or study on campus
- Leadership opportunities

Learning support services

You can get help with a range of academic skills from AUT Learning Advisors, who are based at the AUT Library. Join a workshop, talk to an advisor or get help online – they offer support with writing, research, notetaking, exam and reading skills.

Peer mentors are senior AUT students who give [help around study, subjects and papers](#). They will help you develop your learning skills by giving you one-on-one tutoring or general academic support. You can access a peer mentor by making an appointment via the **AUT app**. If you haven't downloaded the **AUT app**, visit aut.ac/autapp

Rainbow support

aut.ac.nz/rainbow

Our Rainbow Student Support team can offer services and resources for students who identify with diverse sexual orientations, sex and gender identities. Services include:

- A Rainbow student room located in WB building on the City Campus, where you can study, relax and meet with others
- Student groups and networks, including Out@AUT and TGNC@AUT
- Dedicated Rainbow student peer support with RUOK advisors

Spiritual and religious growth

Want to explore ideas of faith, spirituality and community? Whether you're looking to link up with people who follow the same culture or religion as you, learn about other views and beliefs, or simply meet some new people and have interesting conversations, the student-led [cultural and religious communities](#) at AUTSA are a space to connect.

Personal development support

aut.ac.nz/brightside

At AUT we run a unique programme called Bright Side – designed to help you explore self-knowledge, learn how to have authentic relationships, and what a life of meaning and purpose looks like. Bright Side host programmes, workshops, speakers, and social activities.

Student ambassadors and peer advisors

Student ambassadors and peer advisors are current AUT students who help students settle in during their first semester. They help at events including Orientation and can give tips about life on campus, eg where's a good place to eat or buy something, how to get help or support, and how to study.

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

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](#).

Check the Student Hub Online 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 accommodation staff and security, including, but not limited to, providing a photo ID upon request. 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 discipline provisions
- 1.3 Consumption of alcohol is not permitted in any common or external areas without the express permission of AUT 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 bongs 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 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 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 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 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: [Sexual Harm & Harassment Reporting – Student Life – AUT](#)

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 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 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 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 Accommodation management and will be required to pay an overnight charge

6.5 Where the AUT 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

AUT 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 at the front desk 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 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 Accommodation management as soon as possible

8.3 Any defacement or damage to University accommodation buildings or grounds must be reported to AUT 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 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

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 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 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 or the Harassment and Discrimination Policy of the University
- (m) 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
- (n) act in breach of any published University regulation or policy
- (o) act in breach of any agreement regarding confidentiality that the student has entered into with the University
- (p) 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
- (q) 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.

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.

Domestic residents contact:
[Tertiary Education Dispute Resolution](#)

International residents contact:
[iStudent Complaints](#)

GOOD LUCK!

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

MAPS - AUT CITY CAMPUS

55 Wellesley Street East, Auckland 1010



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 and level 3, WZ building

Hospitality & Tourism – Level 3, WH building

Language & Culture – Level 4, WQ building

Law – Level 6, WY building

Science – Level 5, WS building

Social Sciences & Public Policy – Level 5, WQ building

Te Ara Poutama – Level 3, WB building

STUDENT HUB

Level 2, WA building

Phone: 0800 AUT AUT (0800 288 288)

Web: www.aut.ac.nz/studenthub

SERVICES AND FACILITIES

AUT International – Level 16, WO building

AUTSA (Auckland University of Technology Student Association) – Level 2, WC building

Early Childhood Centre – Level 2, WA building via Gate 2

Estates Service Centre, Security – Corner St Paul & Wakefield St, WO building

Learning Lab – Level 3, WA building

Library – Level 4, WA building

PinkLime (print services) – Level 3, WA building

Student Counselling & Mental Health – WB204, WB building

Student Accommodation – WR building

Student Accommodation & Recreation Centre – WQ building

Student Medical Centre – WB219, WB building

ubiq (bookshop) – WH102, WH building

- Student Hub
- Student lounge & study space
- Café
- Library
- Early Childhood Centre
- Gym
- Conference facility
- City Campus-South Campus shuttle bus stop
- Breast feeding and baby change room
- Mobility parks
- Defibrillator

WA4 Hikuwai Plaza, outside library, WB222 Health & Counselling Centre, WF01 Lift lobby, WG1 Help desk in the atrium, WH209 Piko restaurant, WO3 Wakefield Street – lift lobby, WS01 Lift lobby, WB8 Lift lobby, WY1 Mayoral Drive – lift lobby, WO3 Reception area

MAPS - AUT NORTH CAMPUS

90 Akoranga Drive
Northcote
Auckland 0627



FACULTY

Health & Environmental Sciences
Reception – AG129, AG building

SCHOOLS

Education Reception – AR101, AR building
Education – Specialty rooms, AJ building
Clinical Sciences Reception – AA124, AA building
Interprofessional Health Studies
Reception – AE106, AE building
Public Health & Psychosocial Studies
Reception – AR128, AR building
Sport & Recreation Reception – AS104, AS building

STUDENT HUB

Level 2, AS building
Phone: 0800 AUT AUT (0800 288 288)
Web: www.aut.ac.nz/studenthub

CAMPUS CARPARKS

Carparks 2 and 7 (Pay & Display)

SERVICES AND FACILITIES

Visitor enquiries – Level 1, AG building
Learning Lab – AL building
Library – AL building
Tech Central – AL building
Sports Stadium – AH building
AUT Health (AUT Integrated Health, Student Medical Centre, Student Counselling & Mental Health, Dizziness and Balance Centre)
– AX building/Northmed, 3 Akoranga Drive (800m from campus)
Health & Safety Advisor – AC201A, AC building
AUTSA (Auckland University of Technology Student Association) – AS133, AS building
Estates Service Centre, Security – AT101, AT building
ubiq (formerly University Bookshop) – AB101, AB building
PinkLime (print services) – AM105, AM building
Defibrillator locations
AA124 Lobby (alarmed box)
AH01 Reception
AL01 Library Foyer (alarmed box)
AR01 Stairwell of south block, beside carpark 6 (alarmed box)
AX01 AUT Health / Northmed reception, 3 Akoranga Drive (not shown on map)

- Student Hub
- Student lounge & study space
- Café
- Early Childhood Centre
- Conference facility
- Inter-campus shuttle bus stop
- Public transport
- Pedestrian access
- Mobility parks
- Covered pedestrian motorway overbridge
- Defibrillator



Wellesley Student Apartments
8 Mount Street
Auckland Central
Phone: +64 9 921 9478
residential.services@aut.ac.nz

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**